TOEIC READING - PART 7: MULTIPLE PASSAGES

Overview

Part 7 is the longest part with 54 questions altogether. It includes 10 single reading passages with 29 questions, and some **paired reading passages** with **10 questions**. For the new TOEIC version, some **triple passages** have been added with **15 questions**. There are four possible answer choices for each question and you must choose the correct answer based on the information in the passage.

Part 7 includes business-related passages like **business letters, announcements, advertisements, articles**, etc.

Remember!

- **Step 1: Identify key word(s) in the question**
  - Read the question and identify the key word(s).
  - Decide whether it is an information question or an inference question.
- **Step 2: Find hints for the answer**
  - Identify either of the passages in which the information related to the key word(s) is present.
  - Locate the key word(s), and then find hints to help choose the answer.
  - Hints for the answer can also be found in the other passage.
- **Step 3: Generalize hints from the two passages and choose the correct answer**
  - Integrate hints from the first and the second passage, then choose the correct answer from given choices.
  - Answer choices may be paraphrased from the two reading passages.

D. E-mails and Letters

Questions 1 – 5 refer to the following e-mails.

LIVEWORKSHEETS

TO:	Customer Service <customerservice@flowerexpress.com>
FROM:	Mitchell Smith <MSmith@adstyle.com>
DATE:	February 23
SUBJECT:	Order complaint

To whom it may concern,

Two weeks ago, I ordered a "Spring Blooms" bouquet from your website, to be delivered to my wife on her birthday, February 21st. I also ordered a box of chocolates and a card. Not only did the flowers arrive a day late, but they were in terrible condition. Some of the stems were broken, and most of the flowers had already started to wilt and turn brown. Furthermore, the chocolates and the card were missing entirely.

This was very disappointing since I am a longtime customer of yours and have had only good experiences until now. I believe I should get a full refund in the amount of $46.50. I'm attaching my e-mail receipt and a photo of the flowers just after they arrived.

Regards,

Mitchell Smith

To: Mitchell Smith <MSmith@adstyle.com>
From: Customer Service <customerservice@flowerexpress.com>
Date: February 24
Subject: Re: Order complaint

Dear Mr. Smith,

Thank you for your e-mail. I'm very sorry about the late delivery and for the poor condition of the flowers. Many of our shipments were delayed and damaged this past week due to snowstorms and extreme temperatures. The failure to include the card and chocolates, however, seems to have been simply an oversight.

We are happy to refund the full amount, which will be credited to the card you used for payment. This will be done within five business days. We'd also like to offer you a gift coupon in the amount of $25 toward your next order. To redeem the coupon, please enter the code EXPRESSFREE when you make your next purchase on our site.

Again, we at Flower Express sincerely apologize. Thank you for your understanding and your continued business.

All the best,

Jay Tanaka, Customer Service Representative
FlowerExpress.com

1. What is the purpose of Mitchell Smith's e-mail?
(A) To request a replacement for damaged goods
(B) To reorder a product that was not delivered

4. What does Jay Tanaka promise Mitchell Smith?
(A) A payment to his credit card account
(B) A free card and chocolates
(C) A shipment free of charge
(D) A cash refund

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(C) To complain about being overcharged
(D) To demand a refund for an order

2. Which is true about Mitchell Smith?
(A) He did not order a card.
(B) He ordered flowers to be delivered.
(C) He has no proof that the flowers were damaged.
(D) He recently made his first Flower Express order.

3. What reason does Jay Tanaka give for the problem?
(A) Severe weather
(B) Lack of payment
(C) A mistake by Mitchell Smith
(D) An unusual number of orders

5. How can Mitchell Smith receive an extra $25?
(A) By calling a customer service representative
(B) By visiting a Flower Express store
(C) By typing a code when ordering online
(D) By sending the flowers back

Questions 6 – 10 refer to the following e-mail and information.

6. Which class will Jane most likely take?
(A) Conversational Spanish I, section B
(B) Conversational Spanish II, section A
(C) Spanish for Reading I, section A
(D) Spanish for Reading II, section B

7. In the e-mail, the word "recall" in paragraph 1, line 3, is closest in meaning to
(A) suggest
(B) contact
(C) withdraw
(D) remember

8. Who most likely is Michael?
(A) Jane's college friend
(B) Jane's employee
(C) Jane's teacher
(D) Jane's boss

9. By what date must Jane Adams register for the class?
(A) 03/01
(B) 03/10
(C) 09/10
(D) 09/01

10. Which is NOT true about Spanish for Reading II, section B?
(A) It is for intermediate students.
(B) It is a two-hour class.
(C) It requires materials costing $15.
(D) It meets two days a week.

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E-mail

To:	Jane Adams <jane_adams@mail.com>
From:	Michael Bryant
Re:	Spanish classes
Date:	08/27

Hi, Jane.

Congratulations again on your promotion! As I'm sure you know, your new position will involve traveling to Latin America frequently and working closely with our clients there. I recall your saying that you studied Spanish in college but haven't used it in a while. It would be a great idea to brush up on your Spanish skills so that you can speak to our clients in their own language.

I'm attaching information about classes at the Foreign Language Institute and strongly recommend that you take one this fall. It looks like there are classes outside of working hours, which would obviously be preferable. And of course, the company will pay the fees. Please let me know when you've registered—I think you have to do it soon.

Michael

FOREIGN LANGUAGE INSTITUTE: SPANISH CLASSES

Conversational Spanish I (Beginner)	**Spanish for Reading I (Beginner)**
Section A: Wed., Fri. 9:00 – 10:00 a.m. Section B: Tue., Thu. 7:00 – 9:00 p.m.	Section A: Wed., Fri. 9:00 – 10:00 a.m. Section B: Tue., Thu. 7:00 – 9:00 p.m.
Conversational Spanish II (Intermediate)	**Spanish for Reading II (Intermediate)**
Section A: Wed., Fri. 7:00 – 9:00 p.m. Section B: Tue., Thu. 9:00 – 10:00 a.m.	Section A: Wed., Fri. 9:00 – 10:00 a.m. Section B: Tue., Thu. 12:00 – 2:00 p.m.

- All classes meet twice a week for three months.
- Fee for one-hour classes: **$250**
- Fee for two-hour classes: **$450**
- Materials for conversation classes: $15; materials for reading classes: $30
- **SPRING TERM: 03/10 – 06/10** (Please register by 03/01.)
- **FALL TERM: 09/10 – 12/10** (Please register by 09/01.)

Call or register online at fli.edu/spanish

Questions 11 – 15 refer to the following article and e-mail.

LIVEWORKSHEETS

Bike and Auto Family Fest Set to Begin

If you're looking for a fun way to spend a weekend afternoon, you might want to check out the third annual Bike and Auto Family Fest, which opens this Saturday.

The non-profit organization Bikes 4 Kids joined with the bike retailer Speed Cycle and several local auto dealers to create the annual event. Bring your whole family to the County Fairgrounds for a fun-filled time. There will be numerous exhibits of cool cars, trucks, and bikes—some of which you can even test-drive. And if you're not into machines, the event includes carnival games, hamburger and hot dog trucks, and concerts by local bands to keep you entertained.

The Bike and Auto Family Fest will be held on the next three Saturdays and Sundays from 12:00 p.m. to 6:00 p.m. Tickets are $6 for adults and $3 for kids. Donations are also welcome. All proceeds will go to charitable programs that provide bicycles, mentoring, and education for children in need.

DATES: July 22, 23, 29, 30 and August 5, 6

TO:	Tony Rizzo <trizzo@hopmail.net>
FROM:	Anita Lester <alester@kmail.net>
RE:	Mr. Chapman's visit
DATE:	July 19

Hi, Tony.

I saw the attached article and thought of Ian Chapman's upcoming visit. He arrives on the 1st and will have his wife and son with him, right? I know you and he will be busy working on your presentation for the conference during the week, but you said that he'd like to do something with his family on Saturday before flying out on Sunday. The Bike and Auto Fest seems perfect, so it might be worth mentioning it to him.

Anita

11. What is the article mainly about?
(A) A special sale on cars
(B) A new children's charity
(C) A local festival taking place soon
(D) A successful recent charity event

14. Why is Anita writing the e-mail?
(A) To remind Tony Rizzo about a visitor's arrival
(B) To invite Tony Rizzo to a special event
(C) To ask permission to attend an event
(D) To suggest an activity for a visitor

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12. Which is NOT included in the event?
(A) Food
(B) Live music
(C) Autos on display
(D) Bikes for sale

15. When will Mr. Chapman most likely attend the event?
(A) July 23
(B) July 30
(C) August 5
(D) August 6

13. Which is true about the event?
(A) It takes place over several weekends.
(B) It raises money for the County Fairgrounds.
(C) It does not accept donations.
(D) It does not charge for admission.

E. Advertisements

Questions 1 – 5 refer to the following advertisement and e-mail.

WANTED: Part-time payroll support worker to fill one-year contract covering for maternity leave. The ideal candidate will be highly detail-oriented, organized, and dependable, and will possess excellent verbal and written communication skills.

Job Description
As a payroll support specialist, you will be:
- assisting with the processing of biweekly payroll
- remitting payroll taxes
- calculating overtime, vacation pay, and severance pay
- helping fellow employees with payroll questions and concerns
- performing other assigned tasks when needed

Qualifications
Candidates must:
- have a high-school diploma
- have a minimum of one year's experience in payroll and knowledge of automated payroll systems and software
- understand government requirements with regard to remitting payroll taxes
- be able to maintain the highest level of confidentiality

Kindly e-mail your cover letter, résumé, and at least three references to lindawalters@mightytowers.com. (Subject: Job ID #7244) Or apply online.

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E-mail

To: Linda Walters <lindawalters@mightytowers.com>

From: Tina Rodriguez <tinarodriguez@gmail.com>

Subject: Job ID #7244

Dear Ms. Walters,

I recently saw your ad for the part-time payroll support position on Alljobs.com. I am writing to formally apply for the position.

I am a recent graduate of ACE Community College with a major in accounting. I must acknowledge that I do not have the one year of work experience that you are asking for, but I graduated at the top of my class. I therefore feel that I am ready and able to step into the position. I am willing to work hard and prove that I am capable.

Please feel free to call me at your earliest convenience to arrange an interview. Thank you in advance for your kind attention.

Sincerely,

Tina Rodriguez

1. What does the job involve?
(A) Receiving taxes from staff
(B) Calculating maternity leave
(C) Supporting the payroll department
(D) Completing grant applications

2. Which is a requirement for the position?
(A) A university degree
(B) Availability for full-time work
(C) Knowledge of government tax rules
(D) Completion of company business training

3. Where was the advertisement posted?
(A) On a website
(B) In the newspaper
(C) On a bulletin board
(D) In a trade magazine

4. Which qualification does Ms. Rodriguez mention?
(A) Many years of experience
(B) An accounting degree
(C) A strong desire to advance
(D) Excellent interview skills

5. In the e-mail, the word "acknowledge" in paragraph 2, line 2, is closest in meaning to
(A) discover
(B) insist
(C) regret
(D) admit

Questions 6 – 10 refer to the following catalog and order form.

6. For whom is the catalog most likely intended?
(A) Beginner cooks

9. Which is the customer NOT ordering?
(A) Black aprons
(B) A green knit shirt

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(B) Organic food shoppers
(C) Company executives
(D) Restaurant owners

7. What is indicated about the chef pants?
(A) They are made of polyester.
(B) They do not come in men's and women's sizes.
(C) They do not have any pockets.
(D) They are made from recycled material.

8. Which item comes in five colors?
(A) The chef coats
(B) The chef pants
(C) The knit shirts
(D) The aprons

(C) Large chef coats
(D) Large chef pants

10. How much will the customer pay for shipping?
(A) $0
(B) $10
(C) $15
(D) $25

Eco Uniforms, Inc. Spring Catalog

Eco Uniforms makes attractive, high-quality, and environmentally-friendly uniforms for the food service industry.

Chef Coats Item No. 8990 ..... **$45.00**
50% organic cotton, 50% recycled polyester; long sleeves, ten buttons
Unisex sizes: S, M, L, XL
Colors: white, navy blue, black

Chef Pants Item No. 8560 ..... **$40.00**
100% organic cotton; right back pocket and key holder
Unisex sizes: XS, S, M, L, XL
Color: black

Men's and Women's Knit Shirts Item No. 3487 ..... **$25.00**
100% organic cotton; short sleeves, three-button collar
Men's sizes: S, M, L, XL
Women's sizes: S, M, L, XL
Colors: black, navy blue, red, green, white

Aprons Item No. 4302 ..... **$15.00**
100% recycled polyester; extra-long ties, three pockets
One size fits all
Colors: black, white

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Date: April 11th, 2018

Order Form

Description	Item No.	Size	Quantity	Color	Price
Chef Coats	8990	L	2	white	$90
Knit Shirts	3487	Men's L	1	green	$25
Chef Pants	8560	Men's XL	2	black	$80
Aprons	4302	—	3	black	$45
			SUBTOTAL		$240.00
			SHIPPING		$0.00
			TOTAL		$240.00

<Standard Shipping & Handling>
Standard shipping (10-15 business days): $10
Expedited shipping (5-10 business days): $15
Rush shipping (2-3 business days): $25

Free rush shipping on your first order and on all orders over $150

Questions 11 – 15 refer to the following advertisement and e-mails.

TOTAL DEFENSE Antivirus Software



Computer viruses and other cyberattacks can slow down your computer, delete your files, and even steal your private data. Protect your computers with award-winning TOTAL DEFENSE, an industry leader for the 10 years since we started. And to celebrate our 10th birthday, we are offering our lowest prices ever from July 15-30. Whether for your home or business, TOTAL DEFENSE provides cost-effective protection to keep your files safe and your system running smoothly.

Compare features and choose the option that best meets your needs, or e-mail us at customerservice@totaldefense.com.

	~~$100~~ → $70	~~$80~~ → $50	~~$60~~ → $40
	SUPER PRO PACKAGE up to 25 PCs	PRO PACKAGE up to 10 PCs	BASIC PACKAGE up to 5 PCs
Virus/Adware/Spyware protection	✓	✓	✓
Phishing scam protection	✓	✓	✓
Identity protection for online purchases	✓	✓	✓
Firewall	✓	✓	✓
System boost to speed up performance	✓	✓	
Parental advisor for kids' online safety	✓	✓	
60-day money-back guarantee	✓		
24-hour technical support by phone	✓		

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To:	customer service@totaldefense.com
From:	Mina Wong <mwong@hotmail.net>
Subject:	Best for older systems?
Date:	July 25

Hello,

I'm looking to install new antivirus software for my small business and would like to take advantage of your sale. There are five computers on my network, two of them laptops without much power. Lately they've been slowing down and crashing frequently. Actually, I'm not sure if the problem is malware or if the computers are just getting too old (three to five years), as well as running out of drive space.

My question is: Which version of your software would you recommend? I'd like to get the Super Pro package because of the extra features, but I'm worried it might use up a lot of resources on my fairly old and slow computers.

Thank you,

Mina Wong

To: Mina Wong <mwong@hotmail.net>
From: customerservice@totaldefense.com
Subject: Re: Best for older systems?
Date: July 25

Hello, Ms. Wong.

Unfortunately, I think you're right about the Super Pro package. It's a very powerful program that does not always function on older and less powerful devices. Luckily, our lowest-cost package is a "light" program that uses very little of the system resources. I'm sure you'll find it sufficient for your current security needs. (Be sure to order by the end of the month!) Later, once you've replaced your old PCs, I'd recommend switching to our more powerful Super Pro package.

Please let me know if there's anything else I can help you with.

Best,

Jim Kinney
TOTAL DEFENSE Customer Service Representative

11. Which feature is only included in the most expensive software package?
(A) An improvement in computer speed
(B) A refund within two months
(C) Protection for children
(D) Identity theft prevention

14. How much will Mina Wong probably spend?
(A) $100
(B) $70
(C) $50
(D) $40

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12. What is the purpose of Mina Wong's e-mail?
(A) To order a new computer
(B) To request advice on a purchase
(C) To ask for help fixing her computers
(D) To complain about a product

13. When does Jim Kinney recommend that Mina Wong buy the Super Pro software?
(A) After testing it
(B) After the sale begins
(C) After having her PCs fixed
(D) After getting new computers

15. In Jim Kinney's e-mail, the word "sufficient" in paragraph 1, line 4, is closest in meaning to
(A) fast
(B) correct
(C) enough
(D) thorough

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