SKILL PRACTICE 6 –

LISTENING (PART 4) & READING (PART 7 - MULTIPLE PASSAGES)

I. LISTENING - PART 4: TALKS

Overview

In Part 4 of the TOEIC test, you will hear short talks and answer questions about them. You will hear a total of ten talks and will answer three comprehension questions about each one, for a total of **30 questions** in this part of the test. Each talk is fairly short, lasting approximately 30 seconds. As in Part 3, in Part 4 you will see the questions and answer options written on the test page. The questions ask about the main ideas and details of the talks and may require you to make inferences about the information you hear.

The talks are about things you would hear in normal business or everyday situations, such as:

- Announcements
- Speeches
- Tours
- Advertisements
- Reports
- Voicemail messages
- Lectures
- Introductions

The talks deal with topics such as:

- Travel information
- Tourism
- Weather
- News
- Business advice
- Store information
- Appointments and schedules
- Meeting agendas
- Office procedures

Remember!

1. **Listening for Main Ideas:** listening to short talks for overall comprehension; identifying the speaker, the topic, the audience, the location, and the purpose of a short talk
2. **Listening for Details:** listening to short talks for specific information; identifying numbers, dates and times, reasons and requests, people and places, problems and suggestions, plans and sequences
3. **Making Inferences:** listening to short talks for information that is not directly stated

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A. Office Announcements

Read the following talk and focus on the main points. Use the What to listen for section as a guide.

Good morning, everyone. I've called this meeting to discuss the results of the survey we gave out to our customers about our cashiers. After looking over the data, it seems, while some customers like the increased rapport, many customers are dissatisfied with the speed of the checkout the most. I know we focused on holding personal conversations with our customers at the workshop last month, but it is really slowing us down. I think we should hold speed tests periodically to ensure the checkouts are going quickly, but accurately. Sandy, please set up that speed test for the end of next week.

What to listen for	
• What was given out?	.....
• What happened last month?	.....
• What will Sandy do?	.....

Exercise 1: Listen to the questions and choose the best answer. [01]

1. What will be discussed today?
(A) A new computer system
(B) Scheduled holidays
(C) Some department changes
(D) Customer information

2. What is the purpose of the changes?
(A) To distribute employee information
(B) To introduce customers to products
(C) To make information easier to store
(D) To update employee training

3. What will happen later in the month?
(A) File programming
(B) Schedule updating
(C) Customer meetings
(D) Training sessions

Travel Reimbursement Form		
Item	Price	Receipt Included?
Gas	$100	Yes
Meals	$150	Yes
Hotel	$300	Yes
Photocopies	$20	No

7. What is the purpose of this discussion?
(A) To explain a policy
(B) To announce a change
(C) To show the location of a document
(D) To correct an error

8. Look at the graphic. According to the speaker, which item cannot be reimbursed?
(A) Gas
(B) Meals
(C) Hotel
(D) Photocopies

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4. What problem is mentioned?
(A) Clients are not showing up to meetings.
(B) A machine is malfunctioning.
(C) Some people have been arriving late to meetings.
(D) Employees cannot log on to the network.

5. What are the listeners asked to do?
(A) Update their schedules
(B) Call tech support
(C) Send a message
(D) Adjust their clocks

6. What will happen on Friday?
(A) A repair person will visit.
(B) Some new employees will start work.
(C) Employees will have a day off.
(D) A new policy will be announced.

9. What will most likely happen after the meeting?
(A) A document will be sent.
(B) A workshop will be held.
(C) Travel arrangements will be made.
(D) An item will be returned.

LIVEWORKSHEETS

B. Speeches/Lectures

Read the following talk and focus on the main points. Use the What to listen for section as a guide.

Welcome to the new employee orientation for the New Sun Wellness and Fitness Center. There are a few things I'd like to say before we formally begin. We will be taking a tour of the facilities to get everyone familiar with where everything is. But right now the pool and aquatics area is undergoing renovations, so we will have to skip that area. It should be completed by next month. Also, I know everyone is already certified in first aid, but we take it very seriously. Therefore, everyone will undergo a first-aid safety course at the end of this week. This is mandatory for all. If anyone has any questions during the orientation, please let me know.

What to listen for	
• Where can't the listeners go? • What is mentioned about the listeners? • What is said about the course?	....

Exercise 2: Listen to the questions and choose the best answer. [02]

1. What is the purpose of the speech?
(A) To introduce new teachers
(B) To choose award candidates
(C) To do research on teachers
(D) To announce award winners

2. According to the speaker, what have these teachers done?
(A) Helped the community
(B) Participated in charity work
(C) Voted on a policy
(D) Traveled from far away

3. What is mentioned about the winners?
(A) They are chosen at random.
(B) Their schools will receive prize money.
(C) They are nominated by colleagues.
(D) They teach a variety of subjects.

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7. According to the speaker, what happened this year?
(A) An award was given out.
(B) A manager was hired.
(C) A play was put on.
(D) A workshop was created.

8. What does the speaker imply when she says,
"After this training session, you'll see why"?
(A) The training session is individually led.
(B) The award is on display outside.
(C) A question-and-answer session will be held.
(D) The training is the reason for the award.

9. What is mentioned about the listeners?
(A) They recently sent out an e-mail.
(B) They are all new to the company.
(C) They were unhappy with the company's service.
(D) They have all received an award.

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4. Who is Dr. Seung-Joon Kim?
(A) A researcher
(B) A medical specialist
(C) A conference organizer
(D) A community professor

5. What will happen after the discussion?
(A) A special dinner will be held.
(B) A slideshow will be presented.
(C) A question-and-answer session will be held.
(D) A survey will be given out.

6. Where will the discussion take place?
(A) At a community center
(B) At a city hospital
(C) At a school auditorium
(D) At a concert hall

10. What kind of event is being held?
(A) A retirement party
(B) A holiday party
(C) A charity dinner
(D) An awards banquet

11. What is mentioned about the board of directors?
(A) They have never met Ms. Sardinez before.
(B) They were hesitant to hire Ms. Sardinez.
(C) They have over twenty members.
(D) They asked for Ms. Sardinez.

12. What is mentioned about the company?
(A) It had a rise in profits.
(B) It is a new company.
(C) It has more clients than it can handle.
(D) It has global clients.

C. Tours and Trips

Read the following talk and focus on the main points. Use the What to listen for section as a guide.

Welcome to the tour of the Shakers Soda Factory. I am Francis, and I will be leading this tour. As I'm sure you're aware, Shakers Soda makes over 20 different kinds of carbonated and non-carbonated beverages right here, with ingredients from all over the world. In this tour, you will see how the soda flavors are made in the tasting room and laboratory. We will stop by there first before making our way to the bottling room at the end. Don't worry; we do have a sample room for everyone to try our flavors. And everyone on the tour will receive a special discount on purchases made here at this factory.	
What to listen for	
• Who is Francis?	.....
• Where are the listeners?	.....
• What will the listeners get?	.....

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Exercise 3: Listen to the questions and choose the best answer. [03]

1. What did the listeners see on the tour?
(A) Modern paintings
(B) Marble sculptures
(C) Retro fashion
(D) Ancient pictures

2. What is suggested about the gift shop?
(A) It will close soon.
(B) It sells copies of artwork.
(C) It is currently holding a sale.
(D) It is located near the museum entrance.

3. What is mentioned about the Amish Folk Art exhibit?
(A) It will end in a few weeks.
(B) It is a permanent feature of the museum.
(C) Tickets are selling quickly.
(D) A gift is given to those who see it.

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4. Who most likely is the speaker?
(A) A tour guide
(B) A museum director
(C) A concert manager
(D) A classical musician

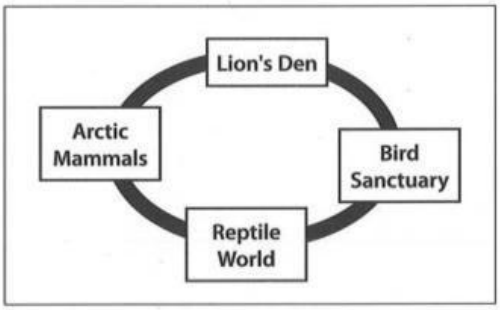
5. What does the speaker say about the Heidelberg Theater?
(A) It is too dangerous to enter.
(B) It only hosts classical music concerts.
(C) It has been around for many years.
(D) It hasn't been used in years.

6. What will the listeners do at 1 o'clock?
(A) Have a meal
(B) Visit a museum
(C) Enjoy free time
(D) Watch a concert

7. According to the speaker, what is amazing about the zoo?
(A) Its history
(B) Its array of animals
(C) Its natural habitats
(D) Its tours

8. What are the listeners asked NOT to do?
(A) Visit other areas
(B) Speak in loud voices
(C) Ask questions during the tour
(D) Use a camera

9. Look at the graphic. Where will the listeners most likely go next?
(A) The Arctic Mammals
(B) The Lion's Den
(C) The Bird Sanctuary
(D) The Reptile World



LIVEWORKSHEETS

II. READING - PART 7: MULTIPLE PASSAGES

Overview

Part 7 begins with 7-10 single passages, each one followed by 2-5 comprehension questions, for a total of **29 questions**. The single passages are followed by a series of multiple passages. Multiple passages are sets of two to three related reading passages followed by five comprehension questions for each set, for a total of **25 questions**. Some of the questions require looking at the information in 2-3 passages and making the appropriate connections in order to answer correctly. The question types are the same as for the single passages.

Here are some examples of multiple passage types:

- A train schedule and an e-mail about making travel arrangements
- A help-wanted ad and a letter asking for employment
- A page of course descriptions and a class registration form
- An advertisement and 2 e-mails
- An article, schedule, and letter

Remember!

- Skim the passage to get a general idea of the content. Notice any key words and ideas. Remember, skimming a passage means reading it quickly.

  Skimming

  When reading for main ideas, you need to read the passage simply to get **a general overview** of what it is about. This is called *skimming*. For example, if you look through a magazine to see what's inside, or look at a menu, this is skimming. Do not read every word - just focus on the key words that contain important information. Your goal is to get an overall idea of what the text is about. Get used to skimming texts in this way, and you will improve your TOEIC score.

- Read the first question and look at the four answer choices. The first question often asks about the main ideas. Answer the question if you can. If you are not sure, make certain what information you need to look for before you look in the text.
- Look through the passage to find the area you need. Then slow down and scan to find the answer. Remember, scanning a passage means reading it carefully in order to find specific information.

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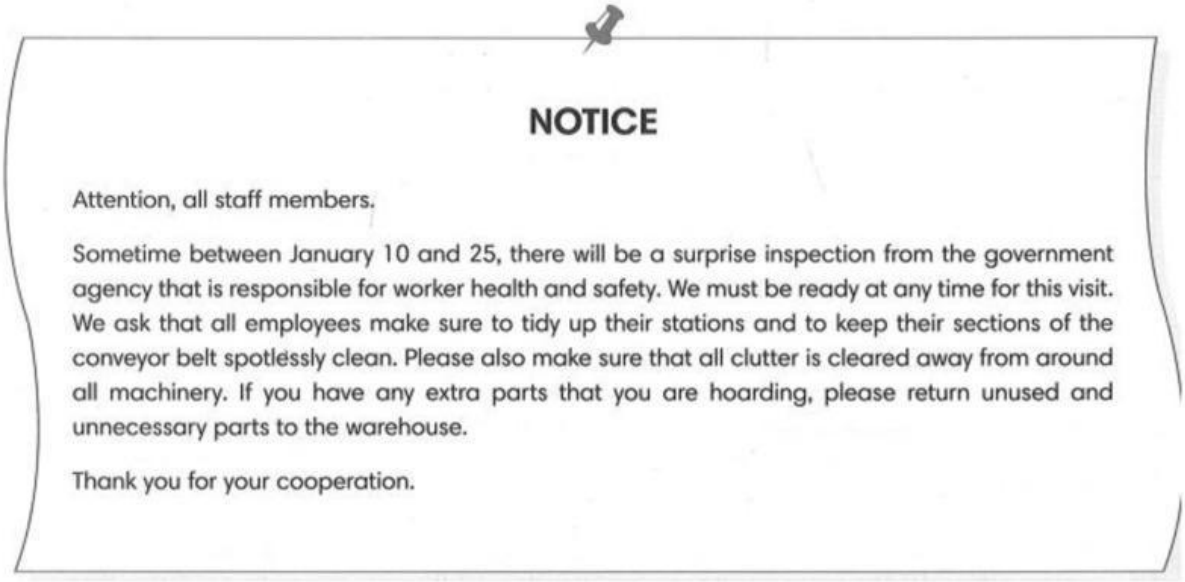
Scanning

When reading for details, you need to read the passage quickly to find **the specific information** you need. This is called *scanning*. For example, if you look through a dictionary to find a word, or check what time your favorite program is on TV, this is scanning. Do not read every word - just focus on the information that you are looking for. Your goal is to find specific details. Get used to scanning texts in this way, and you will improve your TOEIC score.

- Refer again to the answer choices. Eliminate any answer choices you are sure are incorrect. Then mark your answer. If necessary, make a guess.

A. Office Memos and Notices

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



NOTICE

Attention, all staff members.

Sometime between January 10 and 25, there will be a surprise inspection from the government agency that is responsible for worker health and safety. We must be ready at any time for this visit. We ask that all employees make sure to tidy up their stations and to keep their sections of the conveyor belt spotlessly clean. Please also make sure that all clutter is cleared away from around all machinery. If you have any extra parts that you are hoarding, please return unused and unnecessary parts to the warehouse.

Thank you for your cooperation.

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To:	Chris Horton, Production Manager <horton_c@sparks.com>
From:	Greg Hamilton, Factory Floor Manager <hamilton_g@sparks.com>
Subject:	Upcoming inspection and productivity
Date:	January 15

Dear Chris,

Please be advised that, due to the upcoming surprise inspection, the floor staff has been spending extra time cleaning. Because more time is being spent on cleanup, productivity has dropped by 5%, and I predict that this will continue until after the inspection, which could still be ten days away. I believe that January production quotas should be lowered in order to maintain the exceptional standard of safety that the staff has achieved so far. Once the inspection is over, we can then return productivity back to the standards we are used to.

Regards,

Greg Hamilton

1. What is the notice mainly about?
(A) A government meeting
(B) A visit by a government official
(C) A new cleaning crew
(D) A production manager visit

2. What are workers asked to do?
(A) Increase their productivity
(B) Help organize the warehouse
(C) Clean up the air in the factory
(D) Keep their work areas clean and neat

3. What is implied about the inspection?
(A) It had not occurred by January 15.
(B) It was requested by Greg Hamilton.
(C) It will be rescheduled for later in the year.
(D) It was completed and went badly.

4. What problem is the upcoming event causing?
(A) Employees are working longer hours.
(B) Workers are producing less.
(C) Workstations are becoming messy.
(D) Staff members are being injured.

5. What solution is offered?
(A) Improving standards of safety
(B) Increasing the conveyor belt speed
(C) Temporarily reducing quotas
(D) Requesting to postpone the inspection

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Questions 6 – 10 refer to the following memo, partial agenda, and e-mail.

MEMO

Date: March 16
RE: Travel expenses

A great deal of employee travel is scheduled for the coming weeks. Therefore, the accounting department would like to clarify company policy regarding reimbursement for hotel stays and per diem.

Hotels: Our support staff are instructed to book and pre-pay hotel rooms for employees within a standard price limit, which depends on the city and the season of travel. For example, the limit for this month's MBA convention in Springfield is $200 per night. If you wish to reserve a more expensive hotel, you must pay the difference yourself.

Per diem: Per diem is meant to cover food and other small expenses while traveling. It is a fixed amount per day and varies according to the city. For one-day trips with no overnight stay, employees receive 75% of the standard per diem. For example, here are the per diem amounts for a trip to Springfield:
Standard per diem: $80 per day
One-day trip (no overnight stay): $60

If you have any questions, please don't hesitate to ask.

Alana Cahill
Accounting Manager

Springfield MBA Convention, March 26–27
Cooper Expo Center, Springfield

AGENDA

Saturday, March 27

Time	Location	Session
9:00 a.m. – 10:30 a.m.	Gold Room	Legal Panel Discussion
10:45 a.m. – 12:00 p.m.	Ballroom	Bryan Dodge, "Reducing Risk"
9:00 a.m. – 12:00 p.m.	Silver Room	Kim Tompkins, "Recruiting the Best"
12:00 p.m. – 1:00 p.m.	Dining Hall	LUNCH
1:00 p.m. – 3:00 p.m.	Gold Room	Sara Crowder, "Using Social Media"
3:30 p.m. – 6:30 p.m.	Sky Bar	Reception
6:30 p.m. – 10:00 p.m.	Ballroom	Awards Banquet

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