SKILL PRACTICE 2 – LISTENING (PART 2)

LISTENING - PART 2: QUESTION - RESPONSE

Overview

Part 2 of the TOEIC test consists of **25 items** numbered from **7 to 31**. Each test item consists of a question or a statement followed by three possible responses. Your job is to choose the best response to each question or statement.

There will be no written questions/statements and responses but the statement **Mark your answer on your answer sheet**. Therefore, to find a correct answer, you have to pay close attention to the question or statement and the speaker's intention.

Remember!

- You should listen carefully and remember the question word.
- Statements that have words or expressions similar to those in the questions are very likely to be *incorrect* answers.
- You should often practice questions of this kind so that you can be more successful in the actual test.

A. Information Questions

Who – What – Which – When – Where

- Questions starting with the question word **who**, **what** or **which** are used to ask about the subject or object. The word order in a question asking about the **subject** is: **Who/What/Which + main verb...?** and about the **object** is: **Who/What/Which + auxiliary/modal verb + subject + main verb...?.**
- Questions starting with **What do you think of** ask about the second speaker's opinion.
- **Which** is used to ask about a specific choice (possibly from a limited number of options), **whereas** what does not imply a choice.
- The word order in a question starting with **when** or **where** is **When/Where + a form of be/ auxiliary verb/modal verb + subject + (main) verb...?**.
- The question word **when** asks about **time**, so the answer may be **an expression of time** or any which is possible or logical.
- The question word **where** asks about a **place**, so a possible answer will be about **a position, a direction, or a location**.

LIVEWORKSHEETS

- You should learn common prepositions of time and place.

Commonly used expressions		
	Question	Answer
What/Who as the subject	Q: **What** is the best way to get to the airport?	A: Route 15 is the fastest. A: How about taking a taxi?
	Q: **Who booked** the flight tickets?	A: Someone in Human Resources. A: My secretary did.
What/Who as the object	Q: **Who do I need** to speak to about the conference?	A: Mr. Frank is in charge of it. A: Contact Ms. Kim.
	Q: **What do you think of** the new chair? (opinion)	A: It is comfortable. A: I prefer the old one.
Which/What + noun	Q: **Which laptop** would you recommend? (choice)	A: The blue one is on sale. A: **What features** are you looking for?
When + a form of be/ auxiliary verb/modal verb + subject + (main) verb...?	Q: **When** is the presentation?	A: In 30 minutes. A: **At** 11 o'clock. A: It's **on** Friday afternoon.
	Q: **When** will you call Dr. Patel?	A: **As soon as** I finish the report. A: **No later than** 11 A.M. A: **Not until** this afternoon.
Where + a form of be/ auxiliary verb/modal verb + subject + (main) verb...?	Q: **Where** is the copy machine?	A: It's **on** the first floor. A: Over there **by** the fax machine.
	Q: **Where** should I go to meet Dr. Smith?	A: **Go straight down** the hallway. A: **Turn right** over there.
	Q: **Where** does Ms. Cox store the office supplies?	A: Sorry, but I have no idea. A: Why don't you ask her?

LIVEWORKSHEETS

Exercise 1: [WHO – WHAT – WHICH] Listen and choose the best response to each of the questions. [01]

1. Mark your answer on your answer sheet. (A) (B) (C)
2. Mark your answer on your answer sheet. (A) (B) (C)
3. Mark your answer on your answer sheet. (A) (B) (C)
4. Mark your answer on your answer sheet. (A) (B) (C)
5. Mark your answer on your answer sheet. (A) (B) (C)
6. Mark your answer on your answer sheet. (A) (B) (C)
7. Mark your answer on your answer sheet. (A) (B) (C)
8. Mark your answer on your answer sheet. (A) (B) (C)
9. Mark your answer on your answer sheet. (A) (B) (C)
10. Mark your answer on your answer sheet. (A) (B) (C)

Exercise 2: [WHEN – WHERE] Listen and choose the best response to each of the questions. [02]

1. Mark your answer on your answer sheet. (A) (B) (C)
2. Mark your answer on your answer sheet. (A) (B) (C)
3. Mark your answer on your answer sheet. (A) (B) (C)
4. Mark your answer on your answer sheet. (A) (B) (C)
5. Mark your answer on your answer sheet. (A) (B) (C)
6. Mark your answer on your answer sheet. (A) (B) (C)
7. Mark your answer on your answer sheet. (A) (B) (C)
8. Mark your answer on your answer sheet. (A) (B) (C)
9. Mark your answer on your answer sheet. (A) (B) (C)
10. Mark your answer on your answer sheet. (A) (B) (C)

LIVEWORKSHEETS

B. Yes/No Questions (ToBe)

- Form: Tobe (Am/Is/Are) or An auxiliary verb (Do/Does/Did/Have/Has) + S + ...?
- Correct responses usually start with **Yes/No** and are followed by an explanation.
- In some cases, Yes/No may be **omitted**.

Commonly used expressions			
		Question	Answer
Present tenses	**Is/Are + subject...?**	Q: **Is Dr. Yang** in today?	A: Yes, she's in her office. A: I'm afraid not.
		Q: **Are you** working on the agenda for the meeting?	A: Yes, it's almost done. A: I'm not, but Julie is.
Past tenses	**Was/Were + subject...?**	Q: **Was the engineer** available yesterday?	A: Only in the morning. A: No, he was on vacation.
		Q: **Was the printer** working?	A: Yes, it was fine. A: No, it was broken.
Expressing future	**Present continuous (Is/Are + subject + V-ing...?)**	Q: **Is Mr. Anderson leaving** tomorrow?	A: Yes, on the 11 o'clock flight. A: You'd better ask Ms. Kim.
	Is/Are+ subject + going to + verb...?	Q: **Are you going to accept** the job offer?	A: Yes, I start on March 2nd A: I decided not to.
Existence	**Is/Are there...?**	Q: **Is there** a police station near here?	A: Yes, there's one down the street. A: It's across from the library. A: Not that I know of.

LIVEWORKSHEETS

Exercise: Listen and choose the best response to each of the questions. [03]

1. Mark your answer on your answer sheet.	(A)	(B)	(C)
2. Mark your answer on your answer sheet.	(A)	(B)	(C)
3. Mark your answer on your answer sheet.	(A)	(B)	(C)
4. Mark your answer on your answer sheet.	(A)	(B)	(C)
5. Mark your answer on your answer sheet.	(A)	(B)	(C)
6. Mark your answer on your answer sheet.	(A)	(B)	(C)
7. Mark your answer on your answer sheet.	(A)	(B)	(C)
8. Mark your answer on your answer sheet.	(A)	(B)	(C)
9. Mark your answer on your answer sheet.	(A)	(B)	(C)
10. Mark your answer on your answer sheet.	(A)	(B)	(C)

LIVEWORKSHEETS

LISTENING - PART 3: CONVERSATIONS

Overview

Part 3 of the TOEIC test consists of **39 questions** numbered from **32 to 70**. You will hear some short conversations between two (sometimes three) people. You then read three questions about each conversation in your test book. There are four possible answer choices for each of the questions. Your job is to choose the best answer and mark the correct letter on your answer sheet. The common topics in this part involve business activities and daily life.

Remember!

- **Preview the questions and their answer choices before listening**
  Before listening, you should preview each set of three questions about each conversation to predict what you are going to hear.
- **Look for the key words in the questions**
  While previewing the questions, you should identify the key words in each of them so that you will later focus on the right parts of each conversation while listening.
- **Identify rephrased words**
  Most correct answer choices use paraphrasing, so you should be able to recognize rephrased statements.
- **Time yourself**
  Timing is very important. You must decide on the right answer choices at once. For any question that you are not sure about the answer, just guess and choose one, then move on to the next question.

LIVEWORKSHEETS

C. Daily Activities

◘ At the Shop

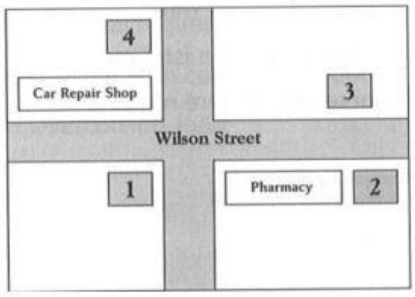
Some conversations related to shops include **buying something, asking where a certain item is**, and **exchanging** or **returning items** that have been bought.	
Sample conversation	Read and listen to the conversation below, paying close attention to the words and phrases in bold.

M: Hello. I would like to **place an order for** some notepads and pens.
W: How many do you need?
M: I need **50 of each**. And I want them no later than next Thursday.
W: I can do that. Do you want me to **have** them **delivered** to your office?

Commonly used expressions		
have something delivered	make a payment	get a discount
place an order	on sale for sale	exchange
out of stock in stock	pay a bill	promotional coupon
newly released	get a refund	new arrivals

Exercise1: Listen to the conversations and choose the best answer to each question.
[01]

1. Where is this conversation taking place?
(A) At a store
(B) At a customer service office
(C) At a print shop
(D) At a station



2. What does the woman want to do?
(A) Exchange an item
(B) Get a refund
(C) Have an item fixed
(D) Get a new pair of shoes.

3. Look at the graphic. Where does the man want to go next?
(A) 1
(B) 2
(C) 3
(D) 4

LIVEWORKSHEETS

◘ At the Restaurant

The topics related to restaurants include **booking, ordering, and giving opinions about food or service**.	
Sample conversation	Read and listen to the conversation below, paying close attention to the words and phrases in bold.

M: I **booked a table for three.** The reservation is under the name of Sarah Chang.
W: Sorry, but your table isn't quite ready yet. Would you mind **waiting at the bar**?
M: Of course not. We are not in a hurry.

Commonly used expressions		
have something delivered	make a reservation	appetizer
main course	beverage	refreshment
cafeteria	book a table	steamed/grilled
dine	grab a bite to eat	party

Exercise 2: Listen to the conversations and choose the best answer to each question. [02]

1. Where is the conversation taking place?
(A) At a grocery store
(B) At a restaurant
(C) At a doctor's office
(D) At a cooking class

MENU

	1	2	3	4
STARTER	Soup of the day			
MAIN COURSE	Fish Tortilla	Fish Burger	Tomato Spaghetti	Lamb Stew
DESSERT	Milkshake	Carrot Cake	Chocolate Brownie	Mango Pudding

3. What is the man complaining about?
(A) Overcooked food
(B) Loud music
(C) A dirty table
(D) Too many people

2. Look at the graphic. What is the woman going to order?
(A) 1
(B) 2
(C) 3
(D) 4

LIVEWORKSHEETS

Key Expressions

Read the following to familiarize yourself with the typical expressions that are related to shops and restaurants.

1. Can you recommend a good **clothing shop**?
2. Do you offer **a cash discount**?
3. What are your **opening hours**?
4. You can **get a refund** within 2 weeks if you keep the receipt.
5. We provide **free alterations**.
6. The product comes with a two-year **warranty**.
7. We would like **separate bills**, please.
8. I think this steak is **overdone**.
9. For the **main course**, I would like to have roast beef.
10. For **starters**, I will have the soup.

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

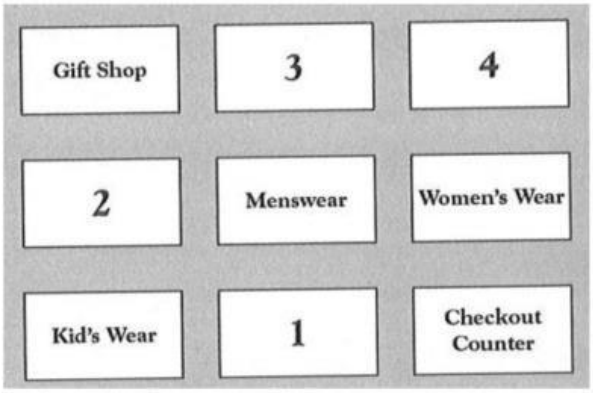
1. Who most likely is the man?
(A) A bank teller
(B) A salesclerk
(C) A customer
(D) A travel agent

2. Where did the woman get her clothes?
(A) From a department store
(B) From another clothing store
(C) From her coworker
(D) From her friend

4. What is the purpose of the man's call?
(A) To complain about the service
(B) To confirm an order
(C) To cancel an order
(D) To reschedule a meeting

5. Why does the man need food?
(A) For a company banquet
(B) For a luncheon
(C) For a retirement party
(D) For a reception

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3. Look at the graphic. Where is the woman going to go next?
(A) 1
(B) 2
(C) 3
(D) 4

6. Where will the woman leave the food?
(A) In a lobby
(B) In an office
(C) In a meeting room
(D) In a cafeteria

D. At Public Places

◘ At the Hotel

Most conversations taking place at the hotel are between a receptionist and guests. They involve **hotel booking, checking in, checking out, using hotel facilities**, etc.

Before each conversation is played, you should make use of this short time to read the questions and also identify the key words to guess what the conversation is about. Then you should listen carefully and choose the best answers to each set of questions.

Sample conversation	Read and listen to the conversation below, paying close attention to the words and phrases in bold.

M: I **have a reservation**. It's **under the name of** Mark Nelson.
W: Hold on a second. You **booked a single room** with a city view for three nights. Breakfast is included, and your room **is equipped** with a smartphone which provides unlimited local and international calls and Internet access.
M: That will be very handy. What is not included then?
W: If you consume anything from the minibar, it will **be charged** to your credit card.

LIVEWORKSHEETS

Commonly used expressions		
have a reservation	accommodations	book a room
be equipped with	minibar	be charged
reserve	under the name of	continental breakfast
cancelation	within walking distance	public transportation

Exercise 4: Listen to the conversations and choose the best answer to each of the questions. [04]

1. How often does the shuttle bus run?
(A) Every 10 minutes
(B) Every 20 minutes
(C) Every 30 minutes

2. What does the man want to do?
(A) Reserve a room
(B) Cancel a reservation
(C) Pay for breakfast

3. What will the woman most likely do next?
(A) Go to the nearest bank
(B) Walk to a tourist sight
(C) Buy a transportation pass

At the Airport

Typical conversations taking place at the airport are about checking in, looking for lost baggage, going through customs, using in-flight facilities, etc.
If you are familiar with commonly used phrases like **baggage claim, boarding pass, airline counters, and jet lag**, you can easily understand the conversations and will be able to choose correct answers.

Sample conversation	Read and listen to the conversation below, paying close attention to the words and phrases in bold.

W: Please put your bags on the **conveyor belt** and your shoes in the basket.
M: Do I need to take my laptop out of my backpack?
W: Yes, you do. Do you have anything like keys or coins in your pockets?
M: I don't think so.
W: Then **you're set**. Now you can **walk through the metal detector**.

LIVEWORKSHEETS

Commonly used expressions		
passport	passenger	final destination
be set	boarding pass	baggage claim
metal detector	check in bags	immigration
pick up luggage	conveyor belt	connecting flight

Exercise 5: Listen to the conversations and choose the best answer to each of the questions. [05]

1. What does the woman offer to do?
(A) Lend the man a pen
(B) Give the man a souvenir
(C) Serve the man an in-flight meal

2. How many suitcases does the man check in?
(A) One
(B) Two
(C) Three

3. What problem does the man mention?
(A) A flight cancelation
(B) Missing baggage
(C) Overweight suitcases

Key Expressions

Read the following to familiarize yourself with the typical expressions that are related to hotels and airports.

1. Additional fees will apply to **overweight baggage**.
2. We **highly recommend** choosing a room with a city view.
3. The hotel **receptionist** reserved a taxi to the airport for us.
4. The waiter guided us to the **dining room**.
5. We would like to **order room service**, please.
6. Mr. Shin had a **layover** in San Francisco.
7. Each room is equipped with a **kitchenette**.
8. There are not any **vacancies** in this hotel.
9. The hotel **amenities** include a gym, a convenience store, and a sauna.

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10. Kennedy International Airport provides **handicapped facilities** for disabled travelers.

Exercise 6: Listen to the conversations and choose the best answer to each of the questions. [06]

1. What is the woman's problem? (A) Her flight is delayed. (B) Her bags are oversized. (C) Her flight is canceled. (D) Her luggage is missing.	4. Where most likely does the conversation take place? (A) At a clothing shop (B) At a dry-cleaner's (C) At a ceremony (D) At a hotel reception desk
2. What does the man mean when he says, "Don't worry too much though"? (A) The staff is helpful. (B) The problem can happen to anybody. (C) The problem can be resolved. (D) The problem has already been reported.	5. What is mentioned about a rental service? (A) It is not offered. (B) It is highly recommended. (C) The service is closed. (D) It is the quickest in the area.
3. What will the woman probably do next? (A) Call a travel agency (B) Reserve a hotel room (C) Speak to an airline employee (D) Go to a different terminal	6. What will the woman probably do next? (A) Make up a room (B) Rent some formal clothes (C) Give the man a ride to a ceremony (D) Get a shirt dry-cleaned

LIVEWORKSHEETS