

## PRE-TOEIC – READING – LESSON 15

### Activity 1:

Hi team,  
I've noticed a few problems with our presentation. The slide that talks about the project timeline is missing key dates, which makes it confusing. Let's add specific milestones there. Also, the part where we present the benefits of the new system feels rushed and doesn't provide enough examples. We should highlight how it will improve our company's performance. These changes will ensure our presentation is clear and effectively conveys our message. To make sure everything is on track before the final presentation, we will have a meeting on Monday next week when the figures are fully collected.

#### 4. Which slide is missing key dates?

- (A) The slide that talks about the speaker
- (B) The slide that talks about the project timeline
- (C) The slide that talks about the client's needs
- (D) The slide that talks about the request timeline

#### 5. Which part doesn't provide enough examples?

- (A) The part which presents the benefits of the new system
- (B) The part where they explained the benefits of the new product
- (C) The part which presents the sales figures
- (D) The part where they explained the benefits of the new policy

#### 6. When will they have a meeting?

- (A) When the results are analyzed
- (B) When the figures are fully collected
- (C) When the team is ready
- (D) When the examples are provided

### Activity 2:

1. Can I speak	(A) to hear that.
2. I'm sorry, Emma is	(B) with the posters I received from your company this morning.
3. Could you tell her	(C) to Emma, please?
4. This is Sean	(D) to be reprinted urgently.
5. I have a problem	(E) from Print Craft.
6. I'm very sorry	(F) and work on fixing the issue as soon as possible.
7. Could you please	(G) to call me back later?
8. I need to ask for these posters	(H) in a meeting right now
9. I can talk to the manager	(I) give me more details?

### Activity 3:

1. She wanted to buy a new printer, ----- she didn't have enough money.  
(A) so  
(B) or  
(C) and  
(D) but
2. The customer seems very angry ----- their order was delayed without explanation.  
(A) because  
(B) or  
(C) and  
(D) but
3. I can talk to the manager about your issue ----- see if we can send you a replacement.  
(A) so  
(B) or  
(C) and  
(D) because
4. We can give you a refund, ----- we can send you new ones, depending on your preference.  
(A) so  
(B) or  
(C) because  
(D) but
5. She asked if she could exchange the wrong items ----- get a refund.  
(A) though  
(B) or  
(C) so  
(D) but
6. My laptop shuts down randomly, ----- I can't figure out why.  
(A) so  
(B) because  
(C) or  
(D) but
7. Please provide me with your name ----- the invoice number.  
(A) because  
(B) but  
(C) and  
(D) although
8. The customer requested a refund ----- there was an item missing .  
(A) because  
(B) so  
(C) and  
(D) but

### Activity 4:

- | <i>and (x2)</i>   | <i>because</i> | <i>although (x2)</i> | <i>but</i> | <i>so (x2)</i> | <i>or</i> |
|---|----------------|----------------------|------------|----------------|-----------|
| 1. I can talk to the manager to ensure a proper explanation _____ resolution are provided.                          |                |                      |            |                |           |
| 2. The instructions were unclear, _____ she ended up making a mistake.  |                |                      |            |                |           |
| 3. Good morning, this is Henry speaking. Is this regarding the problem with the invoice _____ the product?          |                |                      |            |                |           |
| 4. There's a piece missing from the package, _____ we can send you a replacement.                                   |                |                      |            |                |           |
| 5. Thanks for your help, _____ I'm still not ready to accept the refund offer until I get a response from our team. |                |                      |            |                |           |
| 6. We have received your feedback about the sample product _____ we are ready to make the necessary adjustments.    |                |                      |            |                |           |
| 7. _____ we provided the customers with the information, they were not satisfied with the explanation.              |                |                      |            |                |           |
| 8. The posters have blurry images _____ there was an issue in the printing process.                                 |                |                      |            |                |           |
| 9. _____ the sample images looked great, the actual posters turned out blurry.                                      |                |                      |            |                |           |

### **Activity 5:**

**Customer service representative:** Hi, I'd like to discuss the solution to the issue you encountered with your recent purchase. Would you prefer a refund (1)\_\_\_\_\_ a replacement?

**Customer:** Thanks for getting back to me. I'm really looking forward to this new laptop.

**Customer service representative:** I understand. In that case, I suggest that we send you a replacement item along with a discount on your next purchase (2)\_\_\_\_\_ you can use the product as expected.

**Customer:** That sounds like a better solution (3)\_\_\_\_\_ I need a laptop to complete my work by the end of this week. Thank you for your prompt assistance.

- |                |              |         |              |
|----------------|--------------|---------|--------------|
| 1. (A) or      | (B) but      | (C) and | (D) so       |
| 2. (A) and     | (B) although | (C) but | (D) so       |
| 3. (A) because | (B) but      | (C) and | (D) although |