

PASS THE TOEIC[®] TEST

Placement Test

MILES CRAVEN

Time: 35 minutes

Part 1

Directions

For each question, you will hear four statements about a photograph. Listen and select the one statement: (A), (B), (C), or (D), that best describes the picture. Then mark your answer on the Answer Sheet. You will hear the statements only once.

EXAMPLE



- (A) ● (C) (D)

The best description of the picture is statement (B), "He's drawing on the board." You should mark answer choice (B) on your Answer Sheet.

1.



2.



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3.



4.



Part 2

Directions

Listen to these questions and statements. After each question or statement, you will hear three responses. Select the most appropriate response: (A), (B), or (C). Then mark your answer on the Answer Sheet. You will hear each question or statement, and the responses, only once.

EXAMPLE

You hear: What time is the board meeting?

You then hear: (A) The meeting room is on the left.

(B) Yes, everyone was bored.

(C) I think it's at twelve.

(A) (B)

The best response to the question “What time is the board meeting?” is answer choice (C), “I think it’s at twelve.” You should mark answer choice (C) on your Answer Sheet.

5. Mark your answer on the Answer Sheet.
6. Mark your answer on the Answer Sheet.
7. Mark your answer on the Answer Sheet.
8. Mark your answer on the Answer Sheet.
9. Mark your answer on the Answer Sheet.
10. Mark your answer on the Answer Sheet.
11. Mark your answer on the Answer Sheet.
12. Mark your answer on the Answer Sheet.

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Part 3

Directions

For each conversation, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer on the Answer Sheet. You will hear each conversation only once.

13. Where does the woman probably work?

- (A) At a factory
- (B) At a bank
- (C) At a department store
- (D) At a travel agency

14. What does the woman ask to see?

- (A) Proof of identity
- (B) Training certificates
- (C) Sales receipts
- (D) Financial records

15. What does the woman offer to do?

- (A) Complete an application
- (B) Increase the man's credit limit
- (C) Copy some documents
- (D) Send a full report

16. What are the speakers discussing?

- (A) Vacation entitlement
- (B) Leisure preferences
- (C) Working from home
- (D) Employment legislation

17. What will the man probably do in the summer?

- (A) Go to work in the USA
- (B) Travel around Europe
- (C) Try to take two weeks off
- (D) Keep working right through

18. How does the man feel about the situation?

- (A) He needs more time to decide.
- (B) He thinks it is unhealthy.
- (C) He finds it hard to believe.
- (D) He expects to get used to it.

Part 4

Directions

For each short talk, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer on the Answer Sheet. You will hear each short talk only once.

19. Who most likely is the speaker?
- (A) A news announcer
 - (B) A radio reporter
 - (C) A business correspondent
 - (D) A climate change expert
20. What is the report about?
- (A) A recent speech on global warming
 - (B) Progress at environmental talks
 - (C) Increasing carbon emissions
 - (D) The problem of global warming
21. When will there be an official announcement?
- (A) In a few minutes
 - (B) In less than an hour
 - (C) Next week
 - (D) Later in the year
-
22. What is the main purpose of this telephone message?
- (A) To apologize for an error
 - (B) To offer a reward
 - (C) To thank a customer
 - (D) To ask for information
23. What kind of business is Tysons?
- (A) A supermarket chain
 - (B) A takeout restaurant
 - (C) A department store
 - (D) A local greengrocer
24. What is the cause of the problem?
- (A) A product has been mislabeled.
 - (B) A storage container has been lost.
 - (C) Goods have been incorrectly packaged.
 - (D) Some dairy produce has gone missing.

**This is the end of the Listening Comprehension section of the test.
Go on to the Reading section.**

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Part 5

Directions: Read each sentence. You will notice that there is a word or phrase missing. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer on the Answer Sheet.

25. The board decided to approve our plan even though it was option under consideration.
(A) the most expensive
(B) more expensive
(C) more expensive than
(D) as expensive
26. I am taking a special course because I to improve my presentation skills.
(A) am wanting
(B) will want
(C) would want
(D) want
27. Do you think you help me redecorate the bathroom next weekend?
(A) would
(B) must
(C) may
(D) could
28. No personnel are to be admitted to the test laboratory at any time.
(A) unauthorized
(B) inauthentic
(C) authoritative
(D) authenticated
29. When news of the merger was announced, employees at companies were relieved to hear that their jobs would be secure.
(A) each
(B) every
(C) both
(D) an

30. If they agree to our proposal and make a payment of 50 percent in advance, then we not need to ask the bank for a loan.
- (A) are
 - (B) will
 - (C) have
 - (D) were
31. Novice investors must make sure they are informed of the risks, and the associated costs, involved in trading on the equities market.
- (A) fully
 - (B) exclusively
 - (C) openly
 - (D) quite
32. the amount of time it has taken to develop the online management system, the fact that there are so many bugs is extremely disappointing.
- (A) Whereas
 - (B) Considering
 - (C) Though
 - (D) Allowing
33. The purpose of this experiment was to determine the heat of pure hydrogen gas at room temperature.
- (A) amount
 - (B) quantity
 - (C) extent
 - (D) capacity

Part 6

Directions: Read this text. You will notice that there is a word or phrase missing in some of the sentences. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer on the Answer Sheet.

Questions 34–37 refer to the following letter.

Doreen Verney
105 East 2nd Street
Detroit, Michigan 47823

Dear Ms. Verney,

Following the merger of Air Express with TransWorld Airlines, we are pleased to announce that you are now part of the world's most rewarding airline loyalty program. Starting today, you will be able to enjoy benefits that no mileage program can equal. You now have unrivaled

34. (A) more
(B) different
(C) other
(D) better

opportunities to earn miles quickly – both for travel and on your everyday purchases. You can also take advantage great special offers and your Explorer mileage balance

- | | |
|--------------|--------------|
| 35. (A) from | 36. (A) used |
| (B) to | (B) to use |
| (C) of | (C) using |
| (D) with | (D) use |

to bid on vacation packages, sporting events, concerts, and much more. Together with our wide array of travel, credit card, and retail, we are committed to bringing you the best

37. (A) patents
(B) partners
(C) particles
(D) parties

available deals. Log on to your Air Express Account now, and explore a world of opportunities.

Sincerely,
M.Tripp
Customer Support

Part 7

Directions: Read the texts. You will notice that each text is followed by several questions. For each question, decide which of the four answer choices: (A), (B), (C), or (D), best answers the question. Then mark your answer on the Answer Sheet.

Questions 38–39 refer to the following memo.

MEMO

To: All Sales Managers

From: Amanda Steel, Resources Manager

Date: March 11

Re: expenses

I have just finished analyzing the company expense reports for last month. Currently, it seems sales representatives are spending far too much on sales trips away from the office. We are 30% over our budget already. I would therefore like all sales managers to please tell their staff to reduce their expenses significantly. From now on, overnight stays in hotels will only be allowed for destinations over 200 km from the company. There should be no first class train travel, even for senior managers. I will also need receipts for all expenses, not just expenses over 20 Euros as is presently the case. These measures are necessary to help us avoid cutting expense budgets. However, if savings are not made within the next three months, budgets will have to be cut.

Thank you for passing this news on to your sales teams.

- 38.** Why was this memo written?
- (A) To announce cuts in expense budgets
 - (B) To ask sales staff to reduce their expenses
 - (C) To report the company's latest losses
 - (D) To encourage fewer sales trips
- 39.** What does Ms. Steel intend to do in three months?
- (A) Cut spending by sales staff
 - (B) Reduce the number of sales staff
 - (C) Review expense budgets
 - (D) Announce cuts of up to 30 percent

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Questions 40–42 refer to the following article.

New leader takes control of GBK, Inc.

Today, GBK, Inc. confirmed the appointment to C.E.O. of Canadian business leader Spencer McGregor. The construction giant elected McGregor due to his extensive experience and previous record. McGregor previously saved Hansely Engineering from collapse, taking it out of trouble to regain its former leading position in the industry. He replaces former C.E.O. Gary Oldson, who was dismissed last month after reports of financial mismanagement. In recent months, GBK has suffered a record drop in sales, with disappointing results for the last quarter. However, the news of McGregor's appointment was welcomed by industry experts, causing the stock price to increase 12 percent.

40. What is the main purpose of this article?
- (A) To advertise a job opening
 - (B) To declare the retirement of a business leader
 - (C) To announce a new corporate executive
 - (D) To declare poor financial results
41. What happened to Gary Oldson?
- (A) He moved to another department.
 - (B) He was recently fired.
 - (C) He retired from the company.
 - (D) He joined Hansely Engineering.
42. What can be inferred about GBK, Inc.?
- (A) The company is not performing well.
 - (B) The company has few good managers.
 - (C) The company is owned by a Canadian firm.
 - (D) The company will soon expand.

Questions 43–45 refer to the following e-mail.

From: carla.simmons@prontoprint.co.us
To: bradley.corke@trentnet.org
Date: March 18
Subject: Policy no. 79105a

Dear Mr. Corke:

I am writing in response to your letter of March 6, in which you state that Pronto Print’s annual buildings insurance policy is due to expire at the end of the month. The renewal quote you gave of \$1,379 is far higher than expected, especially since we have not had occasion to make a claim since taking out the policy with you almost four years ago. Going through our records, I noticed that each year the premium we have paid has risen significantly, and is now more than three times what it was when we started with you. In addition, your claim to be “the cheapest insurer in town” is inaccurate. I have recently received a far more competitive offer from Arch Insurance, providing exactly the same coverage for just \$975.

I have called several times to discuss this matter, only to be put through to your voicemail service. In the past week I have left three messages for you, yet have heard nothing back. Consequently, I can confirm that for reasons of both price and customer service, we will no longer be using Trent Insurance for our coverage.

Sincerely,

Carla Simmons, Office Manager

43. What is the purpose of this e-mail?
- (A) To make an insurance claim
 - (B) To complain about poor service
 - (C) To terminate a business relationship
 - (D) To ask for a further discount
44. How long has Pronto Print been a customer of Trent Insurance?
- (A) Since March 6
 - (B) Three months
 - (C) Over two years
 - (D) Nearly four years
45. What is indicated about Mr. Corke?
- (A) He will be very busy until the end of the month.
 - (B) He did not receive the messages Ms. Simmons left.
 - (C) He has not spoken to Ms. Simmons recently.
 - (D) He used to be employed by Arch Insurance.

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Performance Appraisals – Are they really worth it?

BY ASHLEY JONES, BUSINESS CORRESPONDENT

Assessing how well employees are performing is a key part of any organization's human resource management. Most companies conduct a performance appraisal once or twice a year. Popular methods include "Management by Objectives" (MBO), which compares set goals with the employee's actual performance, "Peer-to-Peer" appraisals, in which coworkers review one another, "360 Degree" appraisals, whereby the employee is assessed by everybody from senior managers to coworkers, customers, and suppliers, and even "Self-Appraisal," with workers evaluating themselves.

If done well, a detailed performance evaluation can bring benefits. It can help to identify and reward success, motivating employees to excel further. It can be used to determine raises or promotions based on merit. It can also help to highlight areas for improvement or

further training. At the very least, it gives the employee a better understanding of the company's needs and expectations.

However, the reliability of performance appraisals has been questioned by some experts. On the downside, appraisals are liable to be affected by office politics. There is evidence to suggest that those carrying out these appraisals are not as objective as they could be. Personal judgments can be applied, which can distort the evaluation process. What's more, if an employee is unhappy with the result of a performance appraisal, it can cause difficulties in office relationships – especially when a pay raise or promotion is at stake.

Perhaps the solution is for appraisals to focus on an employee's training needs and career development, while incentives (e.g., salary review) should be dealt with independently.

From: Ethan Baker <ebaker@gartinc.com>
To: Ben Miller <bmillier@gartinc.com>
Re: My performance review
Date: September 29

Dear Ben,

Many thanks for the feedback on my recent performance review, which I received today. To be honest, I am surprised at some of the comments you made. While I accept that my sales figures have declined over the last six months, I do not feel this is a result of any lack of effort on my part. I have done my best to achieve targets, and in the current economic climate I feel that an 80 percent success rate is a good result. I also attended several sales training seminars since April, taking me away from my sales responsibilities for a total of fourteen working days. I attended these courses at the company's request, and would not like to feel I am being penalized now as a result. With these points in mind, I would appreciate it if you could look again at my request for a salary increase.

Sincerely,
Ethan

46. What does the article mainly discuss?
- (A) The merits of evaluating employees
 - (B) Different types of performance appraisals
 - (C) The benefits and drawbacks of staff evaluations
 - (D) Reasons why companies evaluate employees
47. What does Mr. Baker NOT indicate in the memo?
- (A) He has made fewer sales recently.
 - (B) He is unhappy with Mr. Miller's assessment.
 - (C) His work has been affected by training obligations.
 - (D) He feels disappointed with his performance.
48. In the article, what is suggested about performance evaluations?
- (A) They are a waste of time.
 - (B) They are often neglected.
 - (C) They can fulfill a useful role.
 - (D) They are time-consuming.
49. Which type of performance appraisal did Mr. Baker most likely have?
- (A) Self-Appraisal
 - (B) Management by Objectives
 - (C) 360 Degree
 - (D) Peer-to-Peer
50. What does Mr. Jones recommend in his article?
- (A) Separating appraisals from incentives
 - (B) Using a combination of appraisal methods
 - (C) Conducting a salary review twice a year
 - (D) Relying less on personal judgments

This is the end of the Placement Test.

