

Unit 1 Technology

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. p | 2. a | 3. e | 4. c |
| 5. f | 6. k | 7. o | 8. d |
| 9. h | 10. m | 11. n | 12. b |
| 13. i | 14. l | 15. g | 16. j |

A.

- | | |
|--------------------------|-----------|
| 1. collaborating at work | |
| 2. a female technician | 3. device |
| 4. installing software | 5. cables |

B.

- | | |
|---------------|----------------|
| 1. rival(s) | 2. Downloading |
| 3. convenient | 4. updated |
| 5. E-commerce | 6. privacy |

Grammar Focus

A.

- | | | |
|----------------|-------------------------|----------------|
| 1. leaves | 2. will | 3. am about to |
| 4. will | 5. is going to, will go | |
| 6. will | 7. was going to | |
| 8. will finish | 9. will be | 10. will |

B. (Answers may vary.)

- The performance of this machine will be better after I update it.
- Jason is about to repair the internal parts of the scanner.
- I'll attach the cable for you in a minute.
- Toby is going to scan all the computers on the network for viruses at 2:00.
- If you like, I'll explain all the options available to you.
- The manager is leaving for the conference soon.

Listening Strategy

A.

- | | | | |
|--------|--------|--------|--------|
| 1. (B) | 2. (B) | 3. (A) | 4. (A) |
| 5. (B) | 6. (B) | 7. (A) | 8. (B) |

B.

- | | | | |
|--------|--------|--------|--------|
| 1. (C) | 2. (D) | 3. (A) | 4. (C) |
|--------|--------|--------|--------|

Reading Strategy

- advertisement
 - technology and shopping
 - in a magazine, on a poster
 - to announce a special offer
 - people who want to buy a gift for their father
- graph/chart
 - technology and business
 - in a magazine, company newsletter
 - to give information
 - IT workers, people interested in protecting their computers
- letter
 - request, technology
 - in a personal letter
 - to ask for help
 - the writer's daughter

Mini-Test 1

A. Listening: Photographs

- (A) -> We can see a man who is looking inside a computer. It is likely that he is a technician. We cannot tell whether there is wifi. Since the computer is open, it is not working and cannot update. We also cannot see a power button as mentioned in D.
- (C) -> A mentions a technician, but there are no people. B mentions maintenance, but we cannot see anyone working on the equipment. We see multiple cables, and this is the back of

some equipment. Therefore, C is correct. D talks about icons, but no icons are visible.

3. (B) -> We see equipment, but no technician. We cannot see a display or a folder, so C and D are not possible.

B. Listening: Question–Response

1. (C) -> The speaker asks where a cable needs to go. This tells us that the speaker has a cable; therefore, A is not logical. B responds with “I will go...” but the correct subject should be a cable, so this is not the answer. C is the best choice.

2. (B) -> This Wh- question asks *when* something will happen. A answers the question *why*. C tells us about things the speaker has. Only C gives us a specific time: “...Friday morning.”

3. (A) -> The speaker asks for a password for a laptop. B contains the distractor, “pass my laptop,” which is not related to the question. C tells the speaker to buy a password at the store, but we cannot purchase a password to another person’s laptop. Therefore, A is correct.

4. (A) -> This Wh- question asks what the listener plans to buy. B uses the preposition *by* as a distractor, and it is not related to the question. C tells us about the products a company makes and is also unrelated. This makes A the best choice.

5. (C) -> This yes/no question asks whether the listener is happy with an operating system. A tells us *who* installed it. B answers the question *Why did you get a new operating system?* Therefore, C is the correct choice.

6. (B) -> The question asks for the reason why someone likes something. B tells what the person will do in the future. C asks for confirmation that the listener likes something and is unrelated.

C. Listening: Conversations

1. (C) -> This is stated directly in the conversation: “We need a desktop computer.”

2. (A) -> The second man says, “Oh that’s almost a thousand dollars.” This comment tells us that he thinks it is too expensive. He also suggests another computer to the woman, so we know that he is not satisfied with the Xcer.

3. (B) -> When the second man suggests another computer, the woman agrees that it (the Peach) is a good brand, and says it is much cheaper. From this we can infer that the pair will choose the Peach, which costs \$750.

D. Listening: Talks

1. (C) -> This talk is a message made by a repair company. Usually someone who needs to get an item repaired calls a repair company to request service.

2. (B) -> This is stated directly: “To talk to a technician about your phone, press 1.”

3. (B) -> This is stated directly in the recording: “Please check our website FAQs for further information.”

E. Reading: Incomplete Sentences

1. (B) -> The expression “about to” needs the *be* verb. The sentence describes a future situation; therefore, B is the correct choice.

2. (D) -> We need a quantifier that can be used before a countable noun. *Only* tells us that the quantity is small. *Little* cannot be used to describe the quantity of projects.

3. (B) -> The sentence suggests that the writer wants to be given information about the hard drive. In this case, we would expect information about location or existence. The phrase “if you find...” means *should the situation arise that you locate my hard drive*.

4. (A) -> A simple future form is needed to complete this future sentence. The phrase

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“...before the end of the week” informs us that this is a future situation.

5. (B) -> The verb for “is presenting” needs to be preceded by an embedded question word related to a person.

6. (C) -> Normally old or broken equipment gets replaced, so C is the best choice.

F. Reading: Text Completion

1. (C) -> Computers are usually updated.

2. (A) -> This sentence gives us additional information about the tasks the department will perform, so *also* is the best choice.

3. (D) -> A computer server can receive *maintenance*, but none of the other choices.

4. (B) -> We know that the workers will start work around noon, which is a common time to

eat lunch. Therefore, it makes sense for the eat lunch. Therefore, it makes sense for the memo to ask workers to eat earlier.

G. Reading: Reading Comprehension

1. (D) -> This is given in the first line of the schedule.

2. (D) -> The schedule states that the opening speech will be given by the “Seattle Tech Co. President.”

3. (C) -> Tim tells him, “Didn’t you know the registration is tonight only.” Therefore, he cannot do it tomorrow.

4. (A) -> He cannot register for another three hours, and he says, “I’ll have a late lunch.”

Unit 2 Job Skills

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. n | 2. a | 3. g | 4. c |
| 5. k | 6. l | 7. m | 8. f |
| 9. o | 10. j | 11. i | 12. p |
| 13. b | 14. d | 15. h | 16. e |

A.

1. attentive
2. double-checking equipment
3. showing how to troubleshoot
4. demonstrate
5. accountant

B.

- | | | |
|-------------|----------------|------------------|
| 1. feedback | 2. flexibility | 3. multi-tasking |
| 4. promoted | 5. authorize | 6. consistent |

Grammar Focus

A.

- | | | |
|------------|--------------------|-----------|
| 1. help | 2. Install | 3. buying |
| 4. Be | 5. going to borrow | |
| 6. arrived | 7. call | 8. finish |
| 9. Watch | 10. will unveil | |

B.

- | | |
|--------------|---------------|
| 1. Be quiet! | 2. Hurry up! |
| 3. Go away! | 4. Slow down! |

C.

1. Julie, please check this letter.
2. Look out for the bee!
3. Give me coffee and a sandwich, please.
4. Help me copy this report.

Listening Strategy

1. (A)

Nouns: laptop computer, printer, ink cartridges, paper, plants

Prepositions, adjectives, verbs: on, above, under, below, next to, beside, behind, in front of

2. (D)

Nouns: man, paper, printer, photocopier, computers, windows, clock, tie

Prepositions, adjectives, verbs: in front of, facing, at, on, look, hold, read, use, stand

3. (C)

Nouns: computer, screen, mug, chairs, desk, table

Prepositions, adjectives, verbs: on, beside, next to, between, close, far, near

4. (A)

Nouns: projector, computer, book, phone, woman, table, cup

Prepositions, adjectives, verbs: on, beside, next to, at, hold, talk, point, look, smile, happy

Reading Strategy

A.

- | | | |
|---------|----------|---------|
| 1. She | 2. who | 3. his |
| 4. them | 5. whom | 6. that |
| 7. mine | 8. which | |

B.

1. (C)
2. (A)
3. (D)
4. (D)

C.

1. (B)
2. (A)
3. (C)
4. (D)

Mini-Test 2

A. Listening: Photographs

1. (C) -> The man, not the woman, is holding the folder, so A is incorrect. There is no TV or computer, so B and D are incorrect.
2. (B) -> We can see one group of doctors meeting with another group in a teleconference situation.

Developing TOEIC® Skills Full Answer Key

3. (A) -> The woman is holding a phone and has a laptop computer and tablet open in front of her.

B. Listening: Question–Response

1. (B) -> A is incorrect because *ideas* cannot be *out to lunch*. C is unrelated to the topic, but we can *brainstorm ideas*.
2. (A) -> A is the best choice because it offers a solution to the problem.
3. (B) -> B is the best choice because the speaker has a language issue. A translator can help with that. A and C are incorrect because they are unrelated to the topic.
4. (C) -> A is incorrect because it suggests the opposite of the problem expressed and B is unrelated to the problem. C is the best choice because it offers a solution to the problem.
5. (C) -> A is incorrect because the information after the “no” is not related to the question. B is incorrect because the information after the “yes” is not related to the question. C is the best choice because it answers the yes/no question with related information.
6. (B) -> A is incorrect because it gives information about the future instead of the past. C is incorrect because it does not offer information related to past work experience.

C. Listening: Conversations

1. (A) -> A is the best choice because one of the speakers says, “I like being a designer, but we...” This suggests that the others are also designers.
2. (D) -> In the conversation they discuss making more money and the chart shows that lawyers earn the most of the four jobs listed.
3. (C) -> The woman has just said that the man's suggestion to negotiate a higher salary is a great idea.

D. Listening: Talks

1. (C) -> The speaker is giving information about Greg Simpson, who was her employee.
2. (B) -> B is the best choice because the speaker directly states, “Greg worked for me for about four years.”
3. (A) -> A is correct because the speaker directly states, “Call any time before six.”

E. Reading: Incomplete Sentences

1. (C) -> The blank needs a possessive to modify “meeting.” C is the best choice because it is a possessive determiner and it agrees with the subject “We.”
2. (A) -> A is the best choice because it agrees with the singular subject “Everyone.” B is incorrect because it does not agree with the singular subject. C is incorrect because there is no be verb to complete the progressive form “applying.” D is incorrect because the sentence requires a present tense.
3. (C) -> The blank requires a relative pronoun.
4. (C) -> C is the best choice because it fits as a subject and with the word “here” to indicate something near.
5. (B) -> A is incorrect because it is a possessive determiner. Possessive determiners require a noun to modify and there is no noun after the blank. B is the best choice because it is a possessive pronoun. It agrees with “your concerns.” C is incorrect because it is an object pronoun and does not agree with “concerns” or the subject of the second clause, which is “you.” D is incorrect because it does not agree with the subject of the second clause, which is “you.”
6. (A) -> A is the best choice because it agrees with the singular subject “anyone.” B is incorrect because it requires a plural subject. C and D are incorrect because they are not auxiliary verbs, and an auxiliary verb is needed

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to go with the main verb “know.”

F. Reading: Text Completion

1. (D) -> D is the best choice because it introduces a situation.
2. (B) -> B is the best choice because “This” agrees with the situation it replaces (i.e. using company printers for personal use). This situation is stated in the previous sentence.
3. (A) -> A is the best choice because everything agrees. B is incorrect because the subject and verb do not agree. C is incorrect because it does not have a relative pronoun. D is incorrect because the relative pronoun “which” does not agree with the noun it relates to (a person).
4. (B) -> A is incorrect because it does not make sense in the context. B is the best choice because it is a possessive determiner and makes sense in the context. C and D are incorrect because they are possessive pronouns. The blank requires a possessive determiner to modify “cooperation.”

G. Reading: Reading Comprehension

1. (B) -> A, C, and D are incorrect because the notice states that the 7th-floor washroom is reserved for them. B is the best choice because receptionists are not mentioned in the notice.
2. (C) -> A is incorrect because they say the decision is inconvenient and they decide to try to change it. B is incorrect because they care enough about it to have a text conversation about it. C is correct because Kelly’s phrase “No way!” expresses surprise. D is incorrect because they decide to try to change it, not to cooperate with it.
3. (A) -> A is the best choice because it is the only one not mentioned as being allowed to use the 7th-floor washroom. Since Gina is upset about the decision, it is reasonable to infer that she cannot use the washroom.
4. (C) -> A and B are incorrect because there is nothing to indicate she will go to either floor. C is the best choice because Kelly thinks Angela might be able to change the new policy. D is incorrect because there is no mention of talking to a lawyer.

Unit 3 Management

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. i | 2. e | 3. m | 4. o |
| 5. j | 6. k | 7. a | 8. h |
| 9. p | 10. d | 11. f | 12. b |
| 13. n | 14. g | 15. c | 16. l |

A.

- | | |
|--------------------------------------|---------------|
| 1. bakery franchise | 2. proprietor |
| 3. having an influence on colleagues | |
| 4. sales target | 5. executives |

B.

- | | |
|-----------------|--------------|
| 1. dealing with | 2. punctual |
| 3. proprietor | 4. allocated |
| 5. hierarchy | 6. seniority |

Grammar Focus

A.

- | | | |
|----------------|----------|----------------|
| 1. are having | 2. has | 3. is |
| 4. is smelling | 5. looks | 6. is thinking |
| 7. likes | 8. live | 9. is feeling |
| 10. want | | |

B.

- | | |
|--------------------|-----------------------|
| 1. am being, is | 2. looks, is looking |
| 3. live, is living | 4. is tasting, tastes |
| 5. are having, has | |

Listening Strategy

A.

- | | |
|-------------|-----------|
| 1. bananas | 2. vase |
| 3. manager | 4. duty |
| 5. schedule | 6. status |

B.

1. (A) 2. (B) 3. (A) 4. (A)

C.

1. (C) 2. (B) 3. (A)

Reading Strategy

A.

1. Samantha Jones
2. Friday
3. the boardroom
4. what happened in the meeting

B.

1. (A) 2. (B) 3. (D)

Mini-Test 3

A. Listening: Photographs

1. (C) -> The woman appears to be signing the paper with a pen. She is not looking at the computer and she is not holding any paper. The woman already has the pen in her hand.
2. (B) -> The people are dressed like business executives and they are eating in a restaurant. They are not looking at a menu, and they are not preparing food. The room is obviously not a boardroom.
3. (A) -> The man is working in a coffee shop and is serving drinks to two customers. He is not drinking anything, and the women are not holding the cups.

B. Listening: Question–Response

1. (B) -> The first speaker comments on the bad odor of a sandwich. A is not related to the topic, and C uses the word *sandwich* as a distractor. As we usually avoid eating food that smells bad, B is the best choice.
2. (A) -> A asks a question related to the statement about a deadline. The correct response suggests asking for *an extension*, which is a way of asking for more time. B and C are incorrect because they do not directly relate to the statement.

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3. (B) -> The statement talks about collecting money for John's birthday. A is incorrect because it does not relate to this event. B is the best choice because it offers an appropriate response; i.e., money for a fund being collected. C is incorrect because it does not make sense in the context.

4. (C) -> This Wh- question asks *where* Ms. Collins is. C offers advice on where Ms. Collins might be. A and B are incorrect because they do not answer the question asked.

5. (A) -> The question asks for information about Harris's appearance. Only A gives us information about appearance.

6. (B) -> Among the three answer choices, only B answers the question "When?"

C. Listening: Conversations

1. (C) -> Irina states, "I'm still trying to decide on a delivery company."

2. (A) -> The man states that Speedy Feet is "very fast," and no one knows about the company's reliability. Helen states that Speedy Feet will save some money.

3. (D) -> Irina states that their packages weigh about 7kg but there are five, so the total weight is 35kg. At Speedy Feet, the rate for a package weighing more than 10kg is \$3.50/kg.

D. Listening: Talks

1. (C) -> The speaker opens her talk by saying, "On behalf of everyone at First Northern Bank, I want to welcome you." This suggests that she works for the bank.

2. (A) -> Energy and Natural Resources show the highest return. The speaker says, "The higher the return, however, the greater the risk." Therefore, we can assume that this kind of investment is the riskiest.

3. (C) -> B and D are not mentioned by the speaker, and the speaker does not claim to be

an expert. The speaker says, "Later, you can consult with one of our experts." This suggests that the listeners can speak to other people who work at First Northern Bank.

E. Reading: Incomplete Sentences

1. (A) -> The correct choice to complete this sentence is an adjective. *Outstanding* means not yet paid and can be used to describe *bills*.

2. (B) -> B is the best choice because it agrees with the subject and is correctly used in the present simple tense because it is a stative verb.

3. (D) -> A is incorrect because it does not agree with the singular subject. B does not agree with the time reference "right now," and C is incorrect grammatically. D agrees with the subject and is in a progressive tense to match the time reference "right now."

4. (B) -> A is incorrect because *Who?* asks about a person, not a company. B is the best choice because "Which?" can ask about a thing, such as a company. C is incorrect because *Where?* asks about a place, not a company. D is incorrect because *Why?* asks about a cause or reason, not a company.

5. (B) -> B is correct because it agrees with the singular subject and is in the present simple tense, as a stative verb should be.

6. (C) -> The subject "Cathy and James" requires a plural form of the verb.

F. Reading: Text Completion

1. (D) -> The text tells Rene to "check it over." Therefore, the missing sentence needs to contain something such as document which can be checked. A *contract* is the best choice.

2. (C) -> A past tense form of the verb is needed in the blank.

3. (A) -> An adjective is missing from this sentence. A and C are both adjectives; however,

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we cannot say that it is *eligible* to check something carefully. In this case the sentence is discussing a requirement.

4. (C) -> A indicates contrast, which does not fit this context. B indicates addition, which does not fit this context. C is the best choice because it fits with “everyone here at...” D is incorrect because it suggests the start of something, but this comes toward the end of the email.

G. Reading: Reading Comprehension

1. (B) -> The advertisement states the job is temporary and that the regular receptionist will

be away for six months.

2. (A) -> A is the best choice because the email mentions directly that Rick worked in a busy doctor’s office.

3. (B) -> Ophelia writes that she thinks Rick has the right skills and experience for the job; therefore, she is sending to him because she thinks he will be ideal for the job.

4. (A) -> A is the best choice because Ophelia probably would not send him the ad and urge him to apply for a temporary job if he already had a job.

Unit 4 Law

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. k | 2. e | 3. o | 4. g |
| 5. i | 6. n | 7. a | 8. f |
| 9. c | 10. j | 11. d | 12. l |
| 13. m | 14. p | 15. b | 16. h |

A.

- | | | |
|--------------|------------------------|-------------|
| 1. courtroom | 2. judge | 3. criminal |
| 4. lawyer | 5. members of the jury | |

B.

- | | | |
|--------------|--------------|--------------|
| 1. determine | 2. appealed | 3. trademark |
| 4. deceived | 5. expertise | 6. patent |

Grammar Focus

A.

- | | | |
|---------------|-------------|------------|
| 1. after | 2. Now that | 3. because |
| 4. As long as | 5. but | 6. if |
| 7. when | 8. nor | |

B.

1. He went to jail because he was guilty of fraud.
2. You should call an attorney if you are arrested.
3. People should not deceive nor manipulate each other.
4. The police will keep investigating the crime until they solve it.
5. When there is a lot of evidence, it is easy to determine if a person is guilty.

Listening Strategy

A.

- | | | | |
|--------|--------|--------|--------|
| 1. (A) | 2. (A) | 3. (A) | 4. (A) |
| 5. (B) | 6. (A) | 7. (A) | 8. (B) |

B.

- | | | | | |
|--------|--------|--------|--------|--------|
| 1. (B) | 2. (A) | 3. (B) | 4. (C) | 5. (B) |
|--------|--------|--------|--------|--------|

Reading Strategy

- | | | | | |
|--------|--------|--------|--------|--------|
| 1. (C) | 2. (B) | 3. (D) | 4. (B) | 5. (B) |
|--------|--------|--------|--------|--------|

Mini-Test 4

A. Listening: Photographs

1. (B) -> We see that the police officers are in protective wear and in action.
2. (C) -> The man is facing the police car with his hands behind his back. The officer is holding the man in place.
3. (D) -> The judge is passively listening while the lawyer is explaining something.

B. Listening: Question-Response

1. (C) -> The correct response answers the Wh-question "When?" Only C answers this question.
2. (B) -> The question asks about *copyright*, however, A and C use the word *copy* as a distractor.
3. (C) -> C is the only response to the question "When?" A responds to *Where?* and B responds to *Why?*
4. (A) -> A uses the correct past tense of the verb *see*. Response B is used as a distractor ("sea"), and C does not make sense.
5. (B) -> B is the only response with the correct verb tense. For A to be correct, the answer would have to start with *yes*. C does not address the question.
6. (B) -> The correct response addresses the question words "you" and "victim of crime." A refers to cases, and C does not cover the aspect of "victim of crime" and uses a present tense.

C. Listening: Conversations

1. (B) -> The woman is more concerned about the safety of the vehicle.

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2. (B) -> The man is also concerned about safety and the A6 is not listed in the top five safest.
3. (C) -> The Fundai RX350 is a good compromise of safety as well as least stolen.

D. Listening: Talks

1. (A) -> This answer can be deduced from the line: "Judge Lee is in court from Monday to Wednesday, 9:00 a.m. to 12:30 p.m., and Fridays 8:30 a.m. to 12:00 p.m."
2. (B) -> The answer can be deduced from the line: "Her office hours are Monday to Wednesday 1:00 p.m. to 6:00 p.m. Her offices are closed Thursday to Sunday."
3. (D) -> This answer is given in the line: "If ... it is an emergency, please call (212) 555-2322."

E. Reading: Incomplete Sentences

1. (D) -> When the judge sits, then everyone can sit. *Until* with "no one" here has the meaning of *not before*.
2. (B) -> There is an unexpected outcome, so we need *although*.
3. (A) -> *Yet* has the formal meaning of *but*.
4. (A) -> We need *when* to indicate the specific time that the action was done.
5. (A) -> *Now that* has the same meaning as "because now."
6. (C) -> *Unless* gives the same meaning as *if not*: If his attorney does not appeal his punishment, he will stay in jail.

F. Reading: Text Completion

1. (B) -> People are fired because of things they have done wrong. *Illegal* is the most precise word among the choices. *Negative* is too general, *illegible* is not appropriate, and *positive* would have the opposite meaning to what is needed.
2. (C) -> *Investigation* is the only word that indicates looking into a problem.
3. (B) -> *Determine* indicates that they trying to figure out the details.
4. (A) -> The letter tells Mr. Brice to contact the office if he has not heard from their attorneys by a certain date. This indicates that he should expect to be contacted. Therefore, the missing sentence needs to give information about what kind of contact he can expect.

G. Reading: Reading Comprehension

1. (C) -> She says, "Let me know if you think I should make any changes," which indicates a request for his opinion.
2. (C) -> Helen mentions all of the other answer items.
3. (D) -> Helen writes, "Since your company specializes in alarm systems and security cameras, ..." This informs us that he works for a security company.
4. (D) -> This makes the most sense as a concluding sentence.

Unit 5 News and Media

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. o | 2. i | 3. p | 4. d |
| 5. b | 6. c | 7. j | 8. h |
| 9. m | 10. f | 11. a | 12. k |
| 13. n | 14. g | 15. e | 16. l |

A.

- | | |
|-------------------|-----------------|
| 1. news van | 2. at the scene |
| 3. reporter | 4. TV hosts |
| 5. live broadcast | |

B.

- | | | |
|---------------|-------------|------------|
| 1. claimed | 2. incident | 3. survey |
| 4. criticized | 5. credible | 6. accused |

Grammar Focus

A.

- | | | | | |
|------|------|------|------|-------|
| 1. I | 2. T | 3. T | 4. T | 5. I |
| 6. T | 7. I | 8. T | 9. I | 10. T |

B.

- | | | |
|-----------------|---------------|-----------------|
| 1. Intransitive | 2. Transitive | 3. Intransitive |
| 4. Transitive | 5. Transitive | |

Listening Strategy

A.

- | | |
|-------------------|-------------|
| 1. Used bad words | 2. 10 years |
| 3. New stories | 4. No |
| 5. A little | 6. No |
| 7. Quit | 8. No |

B.

1. "Did you **read** his **article**?" "Yes, it was **shocking**!"
2. You shouldn't **believe gossip**. **Most** of the time, it is **completely false**.
3. "The **headline** on the **front page** is about **us**!" "Too bad it's not **positive**."

4. **Survey** results are **in**. **Most** people **donate** only a **small** amount to **charity**.

5. **Due** to recent **criticism**, the **head** of the **corporation** is **resigning**.

Reading Strategy

A.

- | | | | |
|--------|--------|--------|--------|
| 1. (B) | 2. (A) | 3. (B) | 4. (B) |
| 5. (A) | 6. (B) | 7. (A) | 8. (B) |

B. (Keywords are suggested in **bold**.)

It is a **sad day** for the **legal industry**. **Fraud expert John Jackson passed away** early this morning. **John Jackson** was **known** for his amazing **work** on several **important cases**. His **skill** and **technique** in the **courtroom** was **unrivalled**. **Reporters** lined up to **interview** him after each trial. His **cases** often **made headline news**. **People** throughout the **legal world** are **saddened** by his **loss**. He was only **53** at the **time** of his **death**.

- | | |
|--------|--------|
| 1. (C) | 2. (D) |
|--------|--------|

Mini-Test 5

A. Listening: Photographs

1. (B) -> We see a man standing in front of many microphones from different news agencies. There is no newspaper or website in the picture, so A is not correct. Additionally, the man is standing inside, and there is no news van present, making C incorrect. There is not TV set so the man is not watching anything.
2. (A) -> We see a female reporter outside. There is no sign of a survey (the woman is not asking anyone questions or holding a form), making B incorrect. The broadcast is ongoing, so it is not finished. The woman is not talking to another person other than the cameraman, so D is incorrect.
3. (C) -> We see a man holding a pen over a form which looks like a survey with check

Developing TOEIC® Skills Full Answer Key

boxes. The man is alone, so A is incorrect. The man is filling boxes, but not writing words, so B is not correct. He is not folding anything, so D cannot be correct.

B. Listening: Question-Response

1. (A) -> This yes/no question asks if someone has read a news headline. C is an answer to a different question (Is your head OK?), and B does not make sense here.
2. (C) -> This Wh- question asks for the reason a news van has arrived. B answers a different question (What station is the news van from?) and A implies that the speakers are journalists, not residents.
3. (C) -> This is a Wh- question about a source of news. A answers *When?*, and B answers *What time?*
4. (A) -> This statement is about how hot someone feels. Both B and C are unrelated (referring to a death and crime, instead).
5. (B) -> The question asks for a name. A is unrelated and C answers a different question (What is the new TV program about?).
6. (B) -> A contains the word "read," so that does not match the question. C states the *ability* of the speaker. "I can write." B implies an affirmative answer to the question because the speaker says that his/her name is on the article, so that speaker must have written the article.

C. Listening: Conversations

1. (A) -> The first woman says, "We are doing a survey for an article."
2. (A) -> The man says, "These are personal questions. I'm worried about my privacy." This implies that he is uncomfortable with the questions, making A the best choice.
3. (C) -> A, B, and D were all directly mentioned in the dialog.

D. Listening: Talks

1. (D) -> This is a short talk about the changes to a news broadcast schedule. The opening sentence is "An update to our broadcast schedule for today Monday May 5th."
2. (C) -> The speaker says "*Late Night News* will be unaffected." If we look at the schedule, we can see that the time given in the regular schedule is 11 p.m.
3. (A) -> The speaker tells us, "Due to the president's press conference today, we will have a special *Breaking News* program. Instead of *Local News* at 6 p.m., we will be broadcasting the president's speech." Therefore, we know that there will be a press conference at 6:00 p.m.
4. (B) -> "Stay tuned" has the meaning of keeping a TV set on a certain channel. If we stay on one channel, it means we keep watching that channel.

E. Reading: Incomplete Sentences

1. (A) -> This blank requires a both a preposition and an article to complete the sentence. A is the only correct answer.
2. (D) -> This sentence needs a verb to complete it. The verb needs to be transitive, as "me" directly follows the blank. B and C are intransitive verbs. "Criticized" uses the preposition "for" and not "of." Also, we *accuse someone of a crime*.
3. (C) -> This is a sentence referring to a death notice. C, referring to that section of the news, is the only correct answer. "Front page" uses "on" and not "in," and press conferences are not *read*.
4. (A) -> This sentence needs an adverb to complete it. B and D are nouns, so are incorrect. C does not make sense, so A is the best choice.
5. (A) -> This sentence refers to people that saw a crime. The correct word for such a person is a

Developing TOEIC® Skills Full Answer Key

witness. "They" is used, so C, with the singular "victim," is incorrect. B and D are unrelated.

6. (D) -> We can *donate money*, but none of the other verbs can be used with *money*.

F. Reading: Text Completion

1. (D) -> This blank requires a word to complete the vocabulary item. The article mentions that the job is with a news team, so a job related to news best fits here.

2. (A) -> This blank requires an adverb to complete the sentence. C is the only correct choice.

3. (B) -> This blank requires either an uncountable noun or a plural countable noun. B, C, and D are all singular countable nouns. A is therefore the best choice.

4. (C) -> Since this article is encouraging people to apply for a job as a writer, the most logical choice includes a request for samples of the applicant's writing.

G. Reading: Reading Comprehension

1. (D) -> This is implied by the fact that most of the company money was found in a secret bank account belonging to the CEO. D is the best choice.

2. (A) -> The employees started litigation for unpaid salary.

3. (B) -> The second article is entitled "A Correction..." and explains that the name of the CEO was incorrectly attributed in the article.

4. (B) -> *To file a lawsuit* means to begin legal action. Since this means going to a lawyer, it is an official action.

Unit 6 Real Estate

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. j | 2. h | 3. p | 4. g |
| 5. d | 6. k | 7. l | 8. c |
| 9. e | 10. m | 11. f | 12. i |
| 13. a | 14. b | 15. o | 16. n |

A.

- | | |
|----------------------|--------------------|
| 1. fixture | 2. master bedroom |
| 3. hardwood flooring | |
| 4. at an open house | 5. a spacious room |

B.

- | | | |
|---------------|---------------|-----------------|
| 1. benefit | 2. affordable | 3. floor plan |
| 4. collateral | 5. negotiable | 6. property tax |

Grammar Focus

A.

- | | | | |
|--------|--------|--------|--------|
| 1. (C) | 2. (A) | 3. (A) | 4. (A) |
| 5. (B) | 6. (B) | 7. (C) | 8. (C) |

B.

- | | |
|-------------------|-----------------|
| 1. passed | 2. were looking |
| 3. buying | 4. went |
| 5. was inspecting | 6. was telling |
| 7. was working | 8. was making |

Listening Strategy

A.

- | | | | |
|--------|--------|--------|--------|
| 1. (B) | 2. (A) | 3. (A) | 4. (A) |
| 5. (B) | 6. (B) | 7. (A) | 8. (A) |

B.

- | | | |
|---------------|------------|---------------|
| 1. offer | 2. offer | 3. suggestion |
| 4. invitation | 5. request | 6. suggestion |

Reading Strategy

A.

- | | |
|--------|--------|
| 1. (C) | 2. (A) |
|--------|--------|

B. (Answers may vary.)

1. To give information about a problem
2. A reduction in the price of the house
3. Real estate agent

Mini-Test 6

A. Listening: Photographs

1. (A) -> We see a piece of land with a lot number. There is no price indicated, and there is no building on the lot, making B and C incorrect. In D, "lot" is used with the meaning of many. This does not match the content of the picture.
2. (B) -> We see a large area in a building with no furniture in the photo. There is no brickwork visible. Since there are people in the house, it is clearly not empty.
3. (B) -> We see two people looking at floor plans on a tablet. They are next to a table, and no flooring can be seen, so A is not correct. They are not inspecting a house for sale, so C cannot be correct. There is a glass of water on the side, but there is nothing under it.

B. Listening: Question-Response

1. (B) -> This is a question suggesting an action (looking at condominiums). A is a response to another question (How do the condominiums look?), and C is the response to an offer, not a suggestion. B, a negative response to this suggestion, is the best answer.
2. (A) -> This is a question requesting an action (scheduling an appointment for inspection). C is a response to an offer, not a request. B answers a different question (When is the city inspection?). A, an agreement to a request, is the best choice.
3. (C) -> This is an invitation. B is an answer regarding a specific auction (not, going to an auction in general), and A answers a different question. C is the best answer.

Developing TOEIC® Skills Full Answer Key

4. (B) -> This is a question offering something. Both A and C are responses to a suggestion, making B the best choice.
5. (A) -> This is a yes/no question asking about a past event. B is the response to an invitation, and C answers a different question.
6. (B) -> This is an opinion statement about a bedroom. A is an agreement statement for a conditional statement (e.g., I would like it if it stopped raining), and C is a response to a yes/no question.

C. Listening: Conversations

1. (B) -> A woman is asking a couple questions about what kind of house the couple is interested in. The questions the woman is asking implies that she is a real estate agent.
2. (D) -> The couple say that bathrooms are definitely important, and they tell the real estate agent how many they would like. They say they do not care about lot size and do not mention flooring at all.
3. (C) -> A, B, and D were all directly mentioned in the dialog. Thus, C is the best answer.

D. Listening: Talks

1. (A) -> The speaker says the property has “the benefit of being close to a mall.”
2. (D) -> The speaker says, “...there is some damage to outside brickwork.”
3. (C) -> The property is a duplex, and so by looking at the graphic we can see that C must be the correct choice.

E. Reading: Incomplete Sentences

1. (A) -> This blank requires an adjective to complete the sentence. *Damage* does not give more value so D is incorrect. *Assessing* and *negotiating* are not involved in renting, making B and C incorrect.

2. (C) -> This sentence needs the *-ing* form of the verb to complete the past progressive for an action already in progress when another happened.
3. (B) -> This sentence needs a simple past verb to complete it (since it is an action interrupting the other).
4. (B) -> This sentence needs a vocabulary item to complete it. *As is* means *in its current state*.
5. (A) -> This sentence refers to two short actions happening one after another. *As* and *while* are used for long actions, and *but* is used for contrast. *When*, answer A, is the best choice.
6. (D) -> This sentence implies that the phone was continuously in use the entire evening. Thus, the past progressive is the best choice for verb tense. A and B do not suit, and C uses *was* instead of *were*.

F. Reading: Text Completion

1. (B) -> This blank is part of a reduced clause, and needs the *-ing* form of the verb to complete it. B is the only correct choice.
2. (A) -> This blank requires the first half of a vocabulary item to complete the sentence. A is the only correct choice.
3. (C) -> This blank requires a sentence that takes into account the “He or she” pronouns mentioned in the following sentence. Neither A or D introduce a noun that could fit the pronouns, so are incorrect. B does not make sense (sellers do not *highlight* properties). C is the best choice.
4. (A) -> This blank requires a noun to complete the sentence. B is not possible since “making” a property would imply building, not buying.

G. Reading: Reading Comprehension

Developing TOEIC® Skills Full Answer Key

1. (C) -> The first passage is about an open house, which is an opportunity to look at a property for sale. Thus, C is the best choice.
2. (D) -> The advertisement states that the homes are "2-story."
3. (C) -> In his email, Bob says, "I assume the model home asking prices are cheaper?" From

this we can infer that he is interested because of the price.

4. (B) -> Since he states he is unable to go to the open house, the logical position is before the sentence: "Is there any possibility of scheduling a viewing appointment on another day?"

Unit 7 Business Travel

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. n | 2. b | 3. m | 4. h |
| 5. i | 6. o | 7. a | 8. k |
| 9. j | 10. c | 11. d | 12. p |
| 13. l | 14. g | 15. f | 16. e |

A.

1. member of the cabin crew
2. luggage compartment
3. economy class
4. landmark
5. tourists

B.

1. landmark
2. explore
3. upgrade
4. alternative
5. currency exchange
6. inconvenient

Grammar Focus

A.

1. traveled, would stay
2. would not be, had
3. were, would visit
4. would be, had
5. lived, would take
6. had, would buy
7. would lend, had
8. would be, caught
9. were, would rent
10. had, would allow

B. (Answers may vary.)

1. If I paid the deposit, I could stay in this condominium.
2. I could go to Hawaii if I had vacation time.
3. If John worked at a bank, he would need to wear a suit.
4. If there were enough cabin crew, the plane could leave.

5. If the fasten seatbelt sign were off, you could walk around the airplane.

6. If we could afford the asking price, we'd buy the house by the beach.

Listening Strategy

A.

1. the woman
2. someone else (Johnson)
3. the woman
4. someone else (Peter)
5. both
6. the man
7. the man
8. the woman
9. the man

B.

1. (A)
2. (D)
3. (D)

Reading Strategy

A.

1. in
2. on
3. on
4. of
5. in
6. for
7. to
8. from
9. for
10. with

B.

1. (D)
2. (A)
3. (D)
4. (B)

Mini-Test 7

A. Listening: Photographs

1. (B) → The woman's bag is already in the overhead compartment. The flight is rather empty, and the fact that some people are sitting rather than standing implies that they are boarding rather than getting off.
2. (C) → We see a woman's hand using a key card to unlock a door.
3. (A) → There is an obvious giving and receiving of different currencies.

B. Listening: Question-Response

1. (A) → The question "Where?" requires a location as the correct response. The other two options answer *Why?* and *How long?*

Developing TOEIC® Skills Full Answer Key

2. (B) → Although all three choices are responses to yes/no questions, only B answers the question.
3. (B) → A and C are statements of fact and do not have the correct verb tense for this yes/no question.
4. (C) → The correct response explains why the person is not currently on an airplane. Only C does this. *Overbooked* means that the airline sold more tickets than they had seats for.
5. (B) → A has the wrong subject, and C does not answer the question.
6. (A) → B tells us where the person went, but not about the flight. C tells us where the speaker put their luggage.

C. Listening: Conversations

1. (A) → The man says, "I'm here on business."
2. (C) → The woman says, "Welcome to Customs and Immigration. Can I see your passport please?" This is something an immigration officer says to people.
3. (D) → The man says, "I'll be staying ten days in Tokyo and four in Kyoto." Ten days plus four days equal two weeks.

D. Listening: Talks

1. (C) → The speaker says: "...we will soon be arriving at Heathrow Airport." This tells us that the plan is about to land.
2. (D) → The speaker tells the passengers, "You can claim your luggage at section 8 in the baggage claim area."
3. (A) → The speaker mentions that they will be going to London, and we know they should go to baggage claim section 8.

E. Reading: Incomplete Sentences

1. (A) → The sentence is about renting a car. We would not usually be proud of this, and it

would be strange to tell a rental company that you are *capable* of it. Since there is nothing in the sentence to suggest a problem, A is best.

2. (B) → We need the idea of having interaction with an expert.
3. (C) → We *insist on* doing something.
4. (D) → The correct preposition to use with *depend* is *on*.
5. (A) → The only answer option that collocates with *with* is *disappointed*. In addition, *disappointed with* is the only expression which makes sense.
6. (B) → Only a *motel* is a place where people can stay. It is the only one with rooms.

F. Reading: Text Completion

1. (B) → This is the correct verb form of the second conditional.
2. (C) → Only *compact* is a type of car.
3. (D) → We can sign a contract, paper, or waiver. However, only *damage waiver* is the correct collocation.
4. (C) → Since this passage is advertising a special offer, C is the best choice.

G. Reading: Reading Comprehension

1. (D) → The article mainly discusses reasons why business travel is important, and concludes with: "Perhaps business travel is more important than it seems."
2. (D) → The writer states that a face-to-face meeting is much better than a phone call or email because physical and eye contact with people can help us form business connections.
3. (A) → Mr. Moravia criticizes the newspaper for exaggerating, and says that its information is incorrect.
4. (B) → To *let someone go* means to fire someone.

Unit 8 At a Conference

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. j | 2. e | 3. a | 4. p |
| 5. l | 6. h | 7. b | 8. g |
| 9. k | 10. o | 11. i | 12. f |
| 13. d | 14. c | 15. n | 16. m |

A.

- | | |
|---------------------|--------------------|
| 1. in an auditorium | 2. keynote speaker |
| 3. podium | 4. bar chart |
| 5. gift bag | |

B.

- | | |
|-----------------|--------------|
| 1. in demand | 2. amplifier |
| 3. wall outlets | 4. wrap up |
| 5. name tag | 6. applause |

Grammar Focus

A.

- | | | |
|------------|--------------------------|------------|
| 1. at | 2. across | 3. at / to |
| 4. in / in | 5. through / across / to | |
| 6. in / in | 7. on / at | 8. at |
| 9. to | 10. At / on / in | |

B. (Answer may vary.)

1. The guests in the lobby are ready to be seated.
2. Go get the laser pointer on / from the podium and give it to the keynote speaker.
3. We have a stand-in behind the curtain just in case our keynote speaker is late.
4. The security guard at the door is checking name tags.
5. The manager walked through the reception hall to see if the staff was working.
6. Don't use the wall outlet behind the barrier because it doesn't work.

Listening Strategy

A.

1. (A) 2. (B) 3. (D) 4. (C)

B.

1. (A) No, (B) Yes: Though he does need to change his calendar, he is worried about the changed meeting.
2. (A) No, (B) Yes: The meeting was on Tuesday and now will be on Wednesday.
3. (A) Yes: The meeting was originally at three, then changed to four. (B) No
4. (A) Yes: The meeting is not at noon, but more changes may be announced at noon. (B) No

Reading Strategy

1.

- | | |
|-------------|--------------------------------|
| 1. chip in | 2. taking up (or: working out) |
| 3. hand out | 4. hand in (or: fill in) |

2.

- | | | |
|-------------|------------|-----------|
| 1. take on | 2. take on | 3. fit in |
| 4. back out | 5. hold on | |

3.

- | | | |
|-------------|--------------|---------------|
| 1. end up | 2. fill in | 3. getting on |
| 4. work out | 5. check out | |

Mini-Test 8

A. Listening: Photographs

1. (A) -> We see a woman sitting at a desk, looking at a teleprompter. There is no barrier or podium. She is not holding a microphone, and we cannot see a gift bag.
2. (C) -> There are no people or a table in the photograph.
3. (D) -> The couple are sitting on a sofa in a casual setting. The woman is holding a brochure, and they are both looking at it.

B. Listening: Question-Response

1. (B) -> A is a response to getting something, and C is a comment on the content of the brochures.
2. (A) -> The speaker wonders how it was possible to get a table at such a popular restaurant. A explains that it was thanks to a friendship.
3. (C) -> The correct response is a reaction to the price that we can assume the speaker will see after scanning the barcode.
4. (B) -> The speaker wants a laser pointer, so the best choice tells us where to find one.
5. (A) -> The best response to this past tense tag question is choice A because it provides confirmation.
6. (C) -> C is a modest way of accepting the compliment given by the speaker.

C. Listening: Conversations

1. (B) -> The woman asks the man if he has confirmed the speaker. He tells her that the speaker wasn't able to confirm her availability.
2. (A) -> The second man says "When he wrapped up his presentation there was not a lot of applause."
3. (C) -> She has already said that she thinks Phil could be a problem, but she finishes by saying "He may be our only choice."

D. Listening: Talks

1. (D) -> The speaker says, "Remember that red name tags are panel members."
2. (B) -> The speaker tells the woman, "Oh, and don't have the teleprompter or podium blocking the view from the floor to the stage."
3. (A) -> There is only one keynote speaker, and this person is more important than the others, so we can assume the gift is better (i.e., more expensive).

E. Reading: Incomplete Sentences

1. (C) -> The sentence includes speech taken directly from the company founder, so *quote* is the best choice. If you *quote* someone, you say exactly what they said.
2. (A) -> *Hand in* means to give to someone in authority. Since the person is quitting a job, it makes sense that they will also need to hand in other company related materials.
3. (D) -> We can *look up* information on a computer/the Internet.
4. (C) -> The person indicates that he/she needs to leave. Therefore, we need a verb with the meaning of "finish."
5. (B) -> *At* is used before a time and *on* is used with days of the week.
6. (C) -> We *go through* a door.

F. Reading: Text Completion

1. (C) -> A *stand-in* is a substitute used when the first choice is not available.
2. (B) -> The phrasal verb *chip in* means to contribute ideas.
3. (C) -> With *day* we use *on*.
4. (B) -> Since the passage is all about ways to plan an event, this most logical choice is a concluding sentence with a positive message about event planning.

G. Reading: Reading Comprehension

1. (A) -> This talk has 55 people attending.
2. (B) -> The information above the schedule states that the crew should call the organizer "...only if you tried to solve the issue first yourselves."
3. (D) -> In the information, the organizer states he/she: "...will have a cleaning crew ready after the final presentation." The schedule shows that the final presentation ends at 11:00 on Sunday.

Developing TOEIC® Skills Full Answer Key

4. (B) -> Since this is a schedule for a conference, *special needs* will mean special equipment.

Unit 9 Weather

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. f | 2. l | 3. m | 4. a |
| 5. o | 6. b | 7. i | 8. c |
| 9. j | 10. d | 11. p | 12. n |
| 13. e | 14. k | 15. g | 16. h |

A.

- | | |
|-----------------------|--------------------|
| 1. clouds | 2. an overcast sky |
| 3. wearing a raincoat | 4. puddle |
| 5. sandbag | |

B.

- | | |
|----------------|-------------|
| 1. gloomy | 2. flood |
| 3. thermometer | 4. declared |
| 5. hail | 6. advisory |

Grammar Focus

A.

- | | |
|--------------------------|---------------------------|
| 1. <u>circum</u> ference | 2. <u>def</u> lated |
| 3. <u>pre</u> pay | 4. <u>co</u> exist |
| 5. <u>sub</u> ordinate | 6. <u>circum</u> navigate |
| 7. <u>super</u> markets | 8. <u>co</u> founders |
| 9. <u>sub</u> merged | 10. <u>co</u> authored |

B.

- | | |
|-----------------|----------------|
| 1. preassembled | 2. substandard |
| 3. co-pilots | 4. preview |
| 5. detached | 6. preapproved |

Listening Strategy

A.

- | | | |
|---------|--------------|---------|
| 1. toe | 2. aunt | 3. bear |
| 4. it's | 5. site | 6. son |
| 7. cell | 8. principal | |

B.

1. (D) 2. (B) 3. (B) 4. (C)

Reading Strategy

Passage 1 (*Answers may vary.*)

- | | |
|-------------|-----------------|
| 1. Moreover | 2. For instance |
| 3. However | 4. Yet |

Passage 2 (*Answers may vary.*)

- | | |
|-----------------|----------------|
| 1. Subsequently | 2. Furthermore |
| 3. Nevertheless | |

Passage 3 (*Answers may vary.*)

- | | |
|--------------------------|----------------|
| 1. As a result | 2. In addition |
| 3. All things considered | |

Mini-Test 9

A. Listening: Photographs

1. (B) -> The picture shows a man leaning on a fan to cool down. There is no raincoat, there are no sandbags, and he is indoors, so there is no hail falling on him.

2. (A) -> The picture shows a grassy area, with smoke and flames. There are two firefighters who appear to be putting out ("fighting") a fire.

3. (D) -> The picture shows a car and some water, but the car is not submerged, and there is no man in sight.

B. Listening: Question-Response

1. (B) -> B suggests that other people have said the same thing to her, and therefore, must be true.

2. (A) -> The speaker complains of a sunburn. The correct response is one criticizing her foolishness.

3. (B) -> The question asks why it is so wet, so we are listening for the cause. B is the only answer that offers a cause.

4. (C) -> The question asks for an opinion. B tells us about a city, whereas C gives information about both the conference and the city.

5. (B) -> A and B are not responses to the speaker's feelings about the weather.

Developing TOEIC® Skills Full Answer Key

6. (A) -> The question asks for a reason. Only A provides this.

C. Listening: Conversations

1. (A) -> The woman says that she is going on a research trip for a tourism company. This tells us that the purpose of her trip is work.

2. (A) -> The woman says that she made a plan to be in an air-conditioned building on the hottest day, which, according to the chart, is Saturday.

3. (D) -> The man says he will be at the office, working.

D. Listening: Talks

1. (C) -> Because the volunteers are filling sandbags, we can assume that a storm is coming.

2. (D) -> The speaker says that they will need to fill 6,000 bags by the end of the day.

3. (B) -> The listening passage states that all of the sandbags will be loaded onto a truck using company forklifts.

E. Reading: Incomplete Sentences

1. (C) -> *Otherwise* has the same meaning as *or else*, so this is the only choice that makes sense.

2. (A) -> The sentence refers to the temperature. We use a *thermometer* to measure heat, and this is the only choice that is also capable of being broken.

3. (B) -> Although *coworker* and *cofounder* both relate to companies, we cannot say "the coworker of a company."

4. (A) -> *Thunder* is the only answer choice that makes a sound.

5. (D) -> The word *however* shows contrast; the original choice of car was not selected.

6. (A) -> The beginning of the sentence refers to a positive aspect of a creek, while the second part refers to a negative aspect. Therefore, *except* is the best choice.

F. Reading: Text Completion

1. (B) -> In this case, a *super-storm* is the only severe weather situation given as a choice.

While *fog* is a weather condition, it is an uncountable noun, so cannot be used with the article *a*.

2. (A) -> *Precipitation* is another word for "rain," which could cause flooding and blocked roads.

3. (D) -> The rain and the possibility of flooding is being given as the reason to evacuate the area.

4. (C) -> The word *furthermore* suggests additional information to give to the people living in the area affected by the storm.

G. Reading: Reading Comprehension

1. (B) -> This is clearly stated in the text. Lucy asks about the app Anne is testing, and Anne informs her that it is called FOLLOWMECITY.

2. (C) -> This is clearly stated in the text where Anne says, "I prepaid online."

3. (C) -> Lucy is not with Anne, and Anne does not mention visiting her.

4. (A) -> Lucy cannot ride with Anne in person. "From my couch" means from home. She will be watching Anne's trip using the app.

Unit 10 Meetings

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. c | 2. e | 3. j | 4. l |
| 5. p | 6. a | 7. g | 8. o |
| 9. b | 10. d | 11. n | 12. i |
| 13. f | 14. m | 15. h | 16. k |

A.

- | | |
|-------------------|------------------------|
| 1. boardroom | 2. addressing the room |
| 3. flip chart | 4. board of directors |
| 5. taking minutes | |

B.

- | | |
|-----------------|------------------|
| 1. brainstormed | 2. mandatory |
| 3. chair | 4. bullet points |
| 5. interrupt | 6. unanimous |

Grammar Focus

A.

- | | | |
|---------|--------------------|---------|
| 1. give | 2. make (or: have) | |
| 3. have | 4. go | 5. made |
| 6. took | 7. making | 8. take |
| 9. gave | 10. have | |

B. (Answers may vary.)

1. had cookies and coffee
2. made some suggestions
3. make a trip / make a journey
4. made / gave a speech
5. took a vacation
6. went for a walk

Listening Strategy

A.

Talk

1. (A) 2. (A) 3. (B) 4. (B)

Conversation

5. (B) 6. (B) 7. (B) 8. (A)

B.

- | | |
|------------|------------------------|
| 1. opened | 2. has gone |
| 3. will be | 4. at the same time as |
| 5. before | 6. after |

Reading Strategy

A.

1. (B) 2. (A) 3. (D) 4. (B)
5. (C) 6. (A) 7. (C) 8. (D)

B.

1. (C) 2. (B) 3. (A)

Mini-Test 10

A. Listening: Photographs

1. (B) -> We see a woman sitting at a desk writing with a highlighter.
2. (A) -> We see several business people sitting in a boardroom, looking at a large monitor with another group of business people.
3. (D) -> We see a woman at a reception desk receiving some papers from a man.

B. Listening: Question-Response

1. (A) -> This "When?" question is asking about a deadline. Only A gives this information.
2. (C) -> This yes/no question is asking for confirmation of when a meeting takes place. Only C tells us about when the meeting will happen.
3. (B) -> The question asks about the condition of a pen. Only B refers to the pen.
4. (A) -> The question asks whether the *listener* wants to read a contract. B refers to *signing* the contract and C refers to *John* reading the contract.
5. (A) -> The speaker asks about the possibility of using a piece of equipment. Only A refers to the availability of equipment.
6. (B) -> This question asks about future plans. Only B refers to the future.

C. Listening: Conversations

1. (D) -> The conversation is clearly taking place while something else is happening because the second man says, "Let's talk about it later." The woman also says, "Could you stop it? I'm trying to hear what Toby is saying." *Emails* are also mentioned. These clues suggest that they are in a meeting.
2. (B) -> The first man blames his interruptions on the fact that he cannot hear well and that causes him to ask a lot of questions. He says, "Well, if he'd use a microphone, we'd all be able to hear."
3. (A) -> She says, "Please! If you have a grievance, tell Toby directly. But wait until after!"

D. Listening: Talks

1. (C) -> The content of the talk gives employees directions how to perform a duty of their job.
2. (B) -> The speaker says, "Always use black ink. Do not use pencil or highlighters."
3. (A) -> The speaker tells employees, "Write your name in the top left corner." Therefore, we know that Jerry Kim wrote these records.

E. Reading: Incomplete Sentences

1. (D) -> Often in a meeting a *show of hands* is used for an informal vote. It is not possible to give a *plenary* or a *climate*, and we would *express a grievance*.
2. (B) -> Preceding *to*, only *prior* fits.
3. (B) -> A fire alarm is something people react to immediately. Therefore, the most logical

choice is *when*. In this sentence one action occurred after another: fire alarm rang -> meeting was adjourned.

4. (C) -> The correct verb for *speech* is *make*.
5. (A) -> We *give advice*.
6. (D) -> *Interrupt* means to speak while someone else is also speaking.

F. Reading: Text Completion

1. (D) -> The correct choice is a noun.
2. (A) -> If we *hold a ballot*, we are giving people a chance to vote. In this case, staff are being given the option of voting on clothing.
3. (C) -> Since the sentence immediately after this is a question with two check boxes labeled "Yes" and "No," C is the most logical choice.
4. (B) -> We need a noun to complete the sentence.

G. Reading: Reading Comprehension

1. (B) -> He tells Nam that he is sending him some useful information.
2. (B) -> A *clean copy* of a document is one with any mistakes removed.
3. (C) -> In his email, Felix comments on the fact that Nam is nervous and he refers to his "first meeting." This tells us that Nam has not taken minutes before.
4. (A) -> The sentence states a key purpose to minutes and supports the reason for needing them in view of the fact that "no one can ever remember what was said."

Unit 11 Manufacturing

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. b | 2. o | 3. f | 4. d |
| 5. i | 6. h | 7. e | 8. a |
| 9. g | 10. j | 11. m | 12. n |
| 13. l | 14. p | 15. k | 16. c |

A.

- | | |
|------------|--------------------------------|
| 1. courier | 2. items in stock |
| 3. fragile | 4. contains flammable material |
| 5. scale | |

B.

- | | |
|------------------|---------------|
| 1. world-class | 2. turnover |
| 3. seasonal work | 4. catalog |
| 5. prototype | 6. flow chart |

Grammar Focus

A.

- | | |
|----------------------|---------------|
| 1. has been | 2. has grown |
| 3. have read | 4. ate |
| 5. have improved | 6. has lost |
| 7. have already seen | 8. has always |
| 9. have not yet | 10. has lived |

B.

1. has been, have ... been
2. had, have had
3. has developed, developed
4. has eaten, have ... eaten
5. spoke, have spoken

Listening Strategy

A.

- | | |
|---------------------------|------------|
| 1. in 5 | 2. by 4 |
| 3. on, 15 th | 4. for 6 |
| 5. until, 4 th | 6. at 1 |
| 7. from 7, until 9 | 8. after 3 |

9. before, 6th

10. until after 9

B.

- | | | | |
|---------|----------|--------|--------|
| 1. on | 2. at | 3. by | 4. on |
| 5. from | 6. until | 7. (C) | 8. (A) |

Reading Strategy

1. skim, To advertise a sale
2. scan, 50%
3. scan, (B)
4. skim, To show the steps/process at a meeting
5. scan, A sales representative
6. scan, (D)

Mini-Test 11

A. Listening: Photographs

1. (C) -> We can see the woman is holding a drill, which is a "tool."
2. (B) -> We see a hand putting a ballot in a box, which is "voting."
3. (A) -> Tomatoes are food, and we can see them on the scale.

B. Listening: Question-Response

1. (B) -> Meetings are often in boardrooms, but cannot be in a flip chart. C is incorrect because "backlog" does not make sense in the context.
2. (C) -> C is the best choice because it recognizes that address is used to mean "to speak to."
3. (A) -> A is the best choice because *in stock* means a store has the item.
4. (A) -> A is the best choice because a receptionist can help people reschedule appointments.
5. (C) -> A *ball park figure* is a rough estimate. C is the best choice because it gives an approximate number.
6. (B) -> B is the best choice because it offers a number where Lou Stan can be reached by phone. An extension number is not related to a

Developing TOEIC® Skills Full Answer Key

place in line, and the first speaker does not ask about age.

C. Listening: Conversations

1. (D) -> The man's tone is not enthusiastic, and he agrees that it is boring.
2. (B) -> The man mentions sorting through mail.
3. (A) -> The final speaker tells the other two to get back to work, thus, she appears to be in charge.

D. Listening: Talks

1. (A) -> A is the best choice because the talk mentions speaking and pressing numbers, both of which can be done on a phone.
2. (B) -> The speaker says to have the item name and catalog page number ready.
3. (C) -> The speaker says to press 0 to listen to the recording again.

E. Reading: Incomplete Sentences

1. (C) -> C is the best choice because the present perfect is the best tense to describe a condition that started in the past and continues in the present.
2. (A) -> The company wants to increase sales. The only choice that makes sense in the context of increasing sales is A.
3. (C) -> The blank needs a past participle. C is the best choice because everything agrees and is in the correct position.
4. (B) -> A, C, and D do not make sense in the context of having offices in many different countries. B is the best choice because it does make sense in the context.
5. (A) -> A is the best choice because it is a past

simple tense form, which agrees with "last year."

6. (D) -> A and B are incorrect because they are both past simple and do not agree with "during." C is incorrect because "has" does not agree with the plural subject "analysts." D is the best choice because it is present perfect and "have" agrees with the subject.

F. Reading: Text Completion

1. (A) -> A is the best choice because it agrees with the subject and is the correct tense. It also forms a common expression used before delivering bad news in a business context: "I regret to inform you."
2. (C) -> A, B, and D are all incorrect because they do not make sense in the context. C is the best choice because seasonal work ends after a certain amount of time and the email mentions that the time to pick apples has come to an end.
3. (C) -> C is the best choice because it agrees with the subject and has a past participle.
4. (D) -> This choice is in the future and has a *be* verb.

G. Reading: Reading Comprehension

1. (C) -> C is the best choice because it covers the information in all paragraphs.
2. (D) -> This is the only one stated in the article in paragraph two: "This has increased the number of companies in the process."
3. (A) -> The article states that each company has less control: "But each company has less control over other steps."
4. (B) -> A, C, and D are all not stated in the article. B is stated in the third paragraph.

Unit 12 Business Entertainment

Vocabulary

Picture Dictionary

- | | | | |
|-------|-------|-------|-------|
| 1. d | 2. e | 3. c | 4. j |
| 5. l | 6. o | 7. f | 8. m |
| 9. b | 10. g | 11. a | 12. i |
| 13. p | 14. k | 15. h | 16. n |

A.

1. wearing formal clothes
2. picking up the tab
3. condiments
4. an informal atmosphere
5. consuming a salad

B.

- | | |
|----------------|-----------------|
| 1. substituted | 2. incorporates |
| 3. chauffeur | 4. entrée |
| 5. dress code | 6. rectify |

Grammar Focus

A.

- | | |
|----------------|--------------|
| 1. would | 2. shouldn't |
| 3. Would | 4. must |
| 5. should have | 6. must |
| 7. Can | 8. should |
| 9. must | 10. should |

B. (Answers may vary.)

- | | |
|----------------|-----------------|
| 1. should have | 2. must/have to |
| 3. Would | 4. wouldn't |
| 5. Shall | 6. shouldn't |

Listening Strategy

A.

1. Contrasting Idea
2. Cause & Effect
3. Similar Idea
4. Contrasting Idea
5. Supporting Idea

6. Supporting Idea

B.

- | | | |
|--------|--------|--------|
| 1. (A) | 2. (B) | 3. (A) |
| 4. (B) | 5. (B) | 6. (A) |

Reading Strategy

- | | | | |
|--------|--------|--------|--------|
| 1. (B) | 2. (A) | 3. (B) | 4. (D) |
| 5. (B) | 6. (C) | 7. (A) | 8. (D) |

Mini-Test 12

A. Listening: Photographs

1. (D) -> There is no fork or man, and the coffee cup is full.
2. (C) -> We see a chef putting a garnish on a finished dish.
3. (A) -> The chauffeur is standing to the side with his hand on the door while a man has just got out of the car.

B. Listening: Question-Response

1. (C) -> We hear that Sam did something negative. *Not only that* emphasizes an additional negative action.
2. (A) -> A is the only response to an offer.
3. (A) -> The speaker asks if a restaurant really is bad. A gives examples of *how* it is bad.
4. (B) -> The speaker asks if the listener wants something done. The best response has the listener making a request.
5. (A) -> This Wh- question asks about price. *Complimentary* tells us that the drinks are free.
6. (C) -> The speaker wants to know why there is a stain. C gives an explanation of the cause.

C. Listening: Conversations

1. (A) -> The woman asks, "Do you have the estimate from the catering service?" The rest of the conversation discusses this estimate.
2. (B) -> *Hang on* is a request to wait.

Developing TOEIC® Skills Full Answer Key

3. (D) -> The first woman says, "This estimate is for only 50 people. There will be twice that many at the event." This tells us there will be 100 people.

D. Listening: Talks

1. (C) -> The speaker says, "These and other tips are in my book. I'll be signing copies in the cooking section of the store in about 20 minutes." This suggests that the location is a book store.

2. (A) -> This is a promotion for a book—a *product*. The speaker tells the listener to look for tips in his book, and also reminds the listener to buy a copy.

3. (B) -> The speaker says, "But please, limit yourself to one question per person."

E. Reading: Incomplete Sentences

1. (C) -> We can *coordinate* an event. In this case the event is a conference call. None of the other verb choices can be used here.

2. (A) -> *Raise a toast* is a collocation.

3. (B) -> This is an example of a modal verb used to express an expectation. Brian left early. He had plenty of time to get to his destination. Therefore, he *should* have arrived by now.

4. (D) -> *Patrons* are the people who go to a restaurant. Since the restaurant has a good

reputation, we would also expect it to have a lot of customers.

5. (B) -> This is a past tense situation expressing disapproval.

6. (B) -> Since the sentence mentions writing an apology, it suggests that there is a problem. We can *rectify* a problem.

F. Reading: Text Completion

1. (D) -> *Rules* are compulsory acts to be obeyed. Therefore, *must* is the best choice.

2. (C) -> *Expiration dates* are the dates by which a food product should be consumed.

3. (C) -> Meat is often served *rare* at a restaurant.

4. (B) -> Since this is a memo about food safety, B is the most logical choice.

G. Reading: Reading Comprehension

1. (D) -> "Put your feet up" is an expression meaning *take a rest*.

2. (C) -> The memo says, "we are hiring chauffeurs to drive you from the office to the Mattior Hotel."

3. (A) -> The passage tells us that the party is to show appreciation to the workers.

4. (B) -> The passage says that the managers will wait on the staff.

Practice Test

Part 1

1. (A) -> We see a woman inserting a key into a car. She is not driving, she is not getting out of a vehicle, and she is not with another person.
2. (B) -> The woman is holding a device with some kind of gage. She appears to be reading it.
3. (D) -> We can see a pile of sandbags and a gate in a flooded street. There are no men, the door is closed, and the house is not underwater.
4. (C) -> There is a man standing in front of an audience. There is no panel, and there are clearly people in the room. There is also no podium.
5. (B) -> We see a man using a laptop. On the screen there are some charts.
6. (D) -> A nicely dressed couple is sitting at a restaurant, taking photos of the food on the table.

Part 2

7. (A) -> Since the speaker mentions "terrible pictures," we expect the response to refer to something bad. Damage from a natural disaster such as a tornado is something often shown in a newspaper.
8. (A) -> This question needs a response either using the present perfect or a future verb form. A is the only answer option that contains one of these verb forms ("We're going to get...").
9. (C) -> Supplying raw materials is the only supply chain stage mentioned.
10. (B) -> When someone wants to *borrow* something, another person *lends* it.
11. (B) -> The first speaker is commenting on the listener's negative behavior. Therefore, an apology is the best choice.
12. (C) -> In this yes/no question, the speaker is asking what to do. C tells us what the speaker should do.
13. (A) -> Only A gives us a reason for being late.

14. (B) -> *Capacity* means the number of people able to fit into a building/room, so we need a number in the correct response.
15. (A) -> Only A mentions work-related tasks.
16. (A) -> Only A gives information likely to have been spoken at a press conference.
17. (B) -> This question requires a positive response. Only B gives a positive opinion.
18. (C) -> "Would you mind...?" is usually answered with a positive expression such as "Of course," or "No problem."
19. (B) -> A *when* question requires a date or time.
20. (C) -> Only C answers this question about weather.
21. (A) -> The correct response is a reason for something happening. A logical reason for factory machines to stop is a safety concern.
22. (A) -> This question is asking "How many...?" Don't be tricked by the "3" in C. In this case, there are no interns, so A is correct.
23. (C) -> The question asks about attendance at a future event. Only C refers to the future.
24. (C) -> Only C tells us the status of the problem: It has been fixed, but now there is a new problem.
25. (C) -> A and C both give descriptions, but only C has the correct subject "She."
26. (A) -> The correct choice contains a time, but only A refers to the correct subject.
27. (B) -> Only B gives a suggestion for sending a package quickly. Couriers deliver items quickly.
28. (C) -> The correct response gives a location.
29. (C) -> An *itemized bill* contains a list of all fees.
30. (A) -> A yes/no question containing *or* is best answered with one of the choices, or a reply including *either* or *neither*. In this case we have a response containing "neither."

Developing TOEIC® Skills Full Answer Key

31. (A) -> This Wh- question cannot be answered with "Yes," and the subject of B does not match the question.

Part 3

32. (B) -> In the dialog, the two people talk about a court case (*jury, decision*). It seems the trial is in session at the moment: "Did you hear whether the jury has come back?"

33. (D) -> No decision has been made yet, making B incorrect. The woman is surprised that the jury is still out, making A incorrect. The woman thinks the man is guilty of the crime, making C incorrect. D is the best answer, as the woman states that she thought that the evidence was clear also: "Not to mention the evidence!"

34. (C) -> The woman and the man are talking about waiting for the results of a court case.

35. (A) -> The woman opens the conversation by saying: "All ready to leave for the airport?"

Choice B is the destination, not where the conversation is happening. C and D are modes of transport, but it is clear that the speakers have not yet begun to travel.

36. (D) -> The man says, "I still get frequent flyer benefits ... I'll be able to use the business lounge."

37. (C) -> The man says that he has already checked in but, "...I'm going to try to upgrade at the airport."

38. (C) -> The man says, "I heard there was an unpleasant email from head office," to which the woman replies that the office is not happy. This suggests an email containing criticisms.

39. (A) -> We learn that the office is not happy and that customers have started complaining.

40. (B) -> This is referred to directly in the dialog: "A bigger problem is our supply chain. We're constantly waiting for the supplies we need."

41. (C) In the dialog, the couple are asking the second male speaker about a computer on sale. C is the best answer.

42. (D) -> A, B, and C are all stated directly in the dialog. The phrase "in stock" means that

something is in store and available for purchase. Since the 220 is sold out, this is obviously incorrect.

43. (C) -> The man states "We have to think about it" at the end of the dialog, which implies that nothing will be purchased at this time.

44. (A) -> In the dialog, the man asks the woman for feedback since he has not gotten a promotion.

45. (B) -> The man asks for feedback and is told to: "...try to focus more on being a team player."

46. (A) -> This is referred to directly in the dialog, with the man's response to the feedback being: "Well, I'll give it a try."

47. (A) -> This is referred to directly in the dialog: "Mr. Sawasdee, I'd like to introduce you to Jake Smith."

48. (B) -> This is referred to directly in the dialog: "Jake, this is Mr. Sawasdee, our biggest buyer of circuit boards."

49. (A) -> In the dialog, it is stated that Jake is the new overseas manager but he has been working for the company for over 10 years. Additionally, he is highly recommended, meaning he is good at his job.

50. (A) -> The man says "That was a great business lunch!" and then the speakers discuss leaving a tip. Since we leave tips at a restaurant, the lunch must have been at a restaurant.

51. (C) -> The woman says that she thought Bob was in charge of payments. The man said he thought the woman was supposed to pay, to which she responds: "Oh no, we ran out on the bill!" meaning that no one paid.

52. (A) -> The woman says, "I'll call them right now!"

53. (B) -> In the dialog, the first speaker asks about the problem and then later talks about doing an inspection. Since the problem is about the electrical system (and no city inspection was done before purchase), it is most likely that the homeowner called in an electrician. Thus, B is the best answer.

54. (D) -> The second speaker says that the outlets are not working, and the first speaker replies, "It's probably an electrical fault in the wiring."

Developing TOEIC® Skills Full Answer Key

55. (A) -> The first speaker states, "Oh. Well, I'd better do a thorough inspection myself, then. I'll let you know what I find."
56. (B) -> The woman approaches the two male speakers to discuss an issue with a conference room and how the problem was resolved.
57. (A) -> This is referred to directly in the dialog: "Exactly, so we've had to move locations. We're in room 302 instead."
58. (D) -> This is referred to directly in the last line of the dialog: "I'd better go get my presentation set up, then." This was said in response to the woman's information about changing locations.
59. (D) -> In the dialog, the man states that the house is not ideal, making B incorrect. The woman talks about getting an inspection if they like it (after they see it), and so C is incorrect. A is never mentioned.
60. (A) -> This is referred to directly in the dialog: "Well, it's in the neighborhood we want to live in."
61. (D) -> According to the graphic, the owner can only conduct walkthroughs on weekend afternoons. The man wants to do one that evening, but since it is Saturday, "tomorrow afternoon" is the soonest time possible.
62. (A) -> This is referred to directly in the dialog: "Well, I definitely want to hear the keynote speaker."
63. (D) -> This is referred to directly in the dialog: "Yeah, he always gives a good talk." "He" refers to the keynote speaker, Dr. Smith.
64. (C) -> As stated in the dialog, the 3D printer workshop that the man wants to attend has been rescheduled. It is now after the workstation workshop, making C the best choice.
65. (A) -> This is referred to directly in the dialog: "I can't believe it!" The woman is very surprised by the news, making A the best answer.
66. (C) -> This is referred to directly in the dialog: "I always thought the Prime Minister couldn't be trusted!"
67. (C) -> In the dialog, the two speakers talk about accusations against Prime Minister Smith. The graphic provides the detail that he has been

- accused of inappropriate spending of tax money. This is another way of saying that Smith has been accused of stealing tax money.
68. (B) -> In the dialog, the woman references the weather advisory she just heard which warns of a tornado.
69. (C) -> This is referred to directly in the dialog: "Oh man, we'd better make sure the house is ready."
70. (B) -> According to the graphic, it is necessary to have a protective covering, like thick blankets or mattresses to protect oneself against.

Part 4

71. (A) -> The speaker says, "A tornado has hit the ground." A tornado is a serious weather event.
72. (D) -> The speaker says, "More than 2,000 people have no homes."
73. (A) -> The speaker says, "High winds and strong rain continue to affect the region. This has made rescue operations increasingly difficult."
74. (B) -> The talk is addressed to members: "Attention all fitness members!"
75. (D) -> The speaker informs listeners that personal trainers are available and encourages them to use this service.
76. (B) -> In the announcement it is stated that: "Our trainers are available at all hours to fit your schedule. Training sessions are made to fit your fitness goals."
77. (B) -> The speaker says, "Thank you for calling Women's Health Services." Therefore we know this is a telephone call made to that department.
78. (C) -> The speaker gives the instruction: "If this is a medical emergency, please hang up and call 9-1-1."
79. (D) -> The speaker states: "For all other inquiries, you may reach the operator by dialing 0."
80. (A) -> The words *desk* and *theft* are mentioned. However, the answer is given in the statement: "Last week there were some thefts from our break room."

Developing TOEIC® Skills Full Answer Key

81. (C) -> Staff are told to lock empty rooms, not avoid them. They are not told to stop using the break room. They are also told to keep belongings in desk drawers.

82. (D) -> The speaker says, "If you see any suspicious persons or activity, please call security."

83. (B) -> Since the speaker says "Thank you for your interest in the job..." we know that the message is related to a job. The speaker then goes on to say, "We would like to schedule an interview."

84. (B) -> The speaker states, "We would like to schedule an interview for Tuesday, September 6th, at 10 a.m."

85. (A) -> In the message, Jamie says, "If for any reason you need to reschedule the interview, please call me at 614-943-2593."

86. (D) -> The speaker is explaining some travel arrangements that she has made for Paul. She also says she will see him at the office.

Therefore, it is clear that they have a business relationship. It is logical to assume that Amy works for Paul.

87. (C) -> She says that she could not get an upgrade to the room. She does not mention upgrades for the flight. She mentions that breakfast is included in the price, but she does not say where it will be served.

88. (B) -> Amy mentions that printing costs five cents, so it is not free, making B the best answer.

89. (C) -> The speaker is explaining a company event, and gives details of the schedule and a change of time for sessions 3 and 4.

90. (C) -> The speaker says "I hope you all enjoyed your breakfast!" so it is likely spoken after the scheduled breakfast time of 7:00-8:00 a.m. The only other a.m. time listed in the answer options is 8:15 a.m.

91. (A) -> The speaker says that the order of sessions 3 and 4 will be switched, so the final session will be client relationships.

92. (B) -> The speaker is giving information about boarding a plane. Since this is something we do at an airport, the announcement is clearly being given at an airport.

93. (D) -> The speaker tells passengers, "Passengers traveling with small children or needing special assistance please see an agent."

94. (D) -> The information board shows that there are two flights to Rio de Janeiro. Therefore D is incorrect.

95. (C) -> The speaker says she is giving a weather update.

96. (A) -> "Raining cats and dogs" is an idiomatic expression meaning *to rain very heavily*.

97. (A) -> The speaker says that it is 77 degrees. According to the graphic, the earliest part of the day has this temperature.

98. (C) -> The speaker is talking about trains and their arrivals. This would happen at a train station.

99. (B) -> The speaker mentions that the floors may be slippery because of the rain.

100. (C) -> The speaker informs us that a train to Victoria Park is now arriving at platform 3. On the graphic, we see that this train arrives at 6:30. The speaker also says that the next train to Green Valley leaves from the same platform. The graphic shows that a train to Green Valley arrives at platform 3 at 6:50. Therefore, passengers have to wait for 20 minutes.

Part 5

101. (B) -> B is the best choice because "am" agrees with the subject and goes with "going to" to describe a future action.

102. (D) -> A, B, and C do not make sense in the given context. D is the best choice because an accountant's job is to check numbers.

103. (C) -> A is incorrect because it does not agree with the subject nor match the meaning. B is incorrect because "think" here means "consider," which is a dynamic rather than stative verb in this context. C is the best choice because it agrees with the subject and matches the progressive meaning. D is incorrect because it does not agree with the subject.

104. (C) -> A, B, and D are incorrect because they do not make sense in the given context. C is the best choice because it conveys the contrast between confessing a crime and being set free.

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105. (A) -> A is the best choice because it makes sense that a reporter would be criticized for exaggerating. B, C, and D do not make sense in this context.

106. (C) -> In this sentence, a second action occurs while a first is already in progress: *walk* is the first action, and *bump* interrupts it.

107. (A) -> In this second conditional sentence, the correct verb form is the subjunctive (or simple past, third person) form of *be*.

108. (A) -> In this case, *by* has the meaning of "before."

109. (B) -> Weather forecasts are made by *meteorologists*.

110. (B) -> The correct collocation here is *take a vote*.

111. (C) -> A is incorrect because it does not use the present perfect. B is incorrect because it does not use the present perfect and does not agree with the subject. C is the best choice because it uses the present perfect and it does agree with the subject. D is incorrect because it does not agree with the subject.

112. (A) -> A gratuity is money people leave for servers.

113. (D) -> A, B, and C do not make sense in terms of the context. D is the best choice because a noun form is required and the *-ing* suffix is the correct form in this case.

114. (A) -> A is the best choice because it agrees with the verb *be* and matches the future meaning.

B is incorrect because "will" never takes an "s."
C and D are incorrect because they require a "to" to indicate future.

115. (B) -> B is the best choice because it agrees with the subject and matches the imperative form.

C and D are incorrect because they do not match the imperative form of the sentence.

116. (C) -> A is incorrect because it does not agree with the subject. B is incorrect because it is not a grammatical form. C is the best choice because it is the correct tense for the stative meaning of the verb and it agrees with the subject. D is incorrect because "sound" is a stative verb in this context, so it does not take a progressive form.

117. (A) -> A is the best choice because "and" indicates simple addition, which is best in this context. B, C, and D do not make sense in the given context because they indicate cause-and-effect or contrast.

118. (C) -> A, B, and D do not make sense in the context of price and damage. C is the best choice in this context.

119. (A) -> "Took" in the second clause tells us that the events being described happened in the past. The first clause expresses a longer action against which the second clause happened, so the answer needs a past progressive verb.

120. (C) -> A is incorrect because it is present tense rather than subjunctive voice. B is incorrect because it is conditional rather than subjunctive voice. C is the best choice because it is in subjunctive voice, which is needed in a second conditional sentence. D is incorrect because it uses a future form.

121. (C) -> A, B, and D are incorrect because they do not make sense in this context. C is the best choice because it indicates an extended duration of time, which matches with "several decades."

122. (D) -> A, B, and C are all incorrect because they use the incorrect prefix for this context. D is the best choice because "re" means "do again," which makes sense in the context.

123. (B) -> A, C, and D do not make sense in the given context. B is the best choice because "take" is the delexical verb used with "break."

124. (D) -> A, B, and C are all the wrong tense. D is the best choice because it uses the present perfect tense, which matches the meaning with "during the past few months."

125. (A) -> A is the best choice because "must" indicates necessity to match "in order to." B and C are incorrect because they do not indicate necessity. D is incorrect because "need" requires "to" after it to indicate necessity.

126. (C) -> A, B, and D all do not make sense in the context. C is the best choice because it means *approval* or *permission*, which makes sense in the context of accounting and buying.

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127. (D) -> A, B, and C all do make sense in the context. D is the best choice because it means a rule or guideline, which relates to both "company" and "recycling."

128. (B) -> A, C, and D do not make sense in the context of "false." B is the best choice because it makes sense in the context of "false" and "courtroom."

129. (B) -> A, C, and D are all the wrong tenses to match the past tense of the short action in the second clause ("broke"). B is the best choice because it uses past progressive for a longer past action ("holding a press conference") that was happening when the shorter past action happened.

130. (D) -> A, B, and C are all in the incorrect tense for the context. D is the best choice because it is in the subjunctive voice and past perfect to match the past tense second conditional sentence.

Part 6

131. (C) -> The missing word is an adjective, therefore C is the correct choice.

132. (A) -> A is the best choice, as it provides contrast with the phrase "not so modern" in the following sentence.

133. (B) -> A is incorrect because the sentence requires an adjective. B is the best choice because it is an adjective and makes sense with "privacy." C and D do not make sense in the given context.

134. (A) -> A is the best choice because it means "a financial estimate."

135. (B) -> An agreement is made *between* two parties.

136. (D) -> The contract says that "...and improvements" are included in the price, and some examples are listed. Therefore, we need a general word which encompasses these items.

137. (C) -> The previous sentence refers to items included in the contract. The sentence with the blank says "unless specifically mentioned above." This suggests that we need a verb that contrasts with *include*.

138. (D) -> The last part of the contract discusses payment. Therefore, we would expect a sentence about payment here. A does not

make sense because this is a sale, and B is clearly wrong because the contract is specifically for a sale. This is not a lease, so C does not fit.

139. (C) -> The correct verb that is used with "action" is *take*, forming an expression with the meaning of *to start proceedings*.

140. (A) -> We need a word that contrasts with "late." A is the best choice because *punctual* means "not late."

141. (C) -> The preceding sentence tells people to contact Amy Abidi. C is the best choice because it provides a way to reach her.

142. (B) -> A and C are incorrect because "to" is the correct preposition with this expression, not "at." B is the best choice because it is in the correct tense. D is incorrect because it is missing a *be* verb.

143. (C) -> *Confirm* is the most appropriate choice in the context of a reservation. *To confirm a reservation* means to acknowledge its existence.

144. (C) -> A, B, and D are incorrect because they are all in the wrong tense. C is the best choice because the decision was made in the past and affects the present, so it should use the present perfect.

145. (D) -> An upgrade is a positive thing and not something to be sorry about. B is incorrect because refunds and deposits are not related to the context. C is incorrect because a hotel would not be glad about making something inconvenient for a customer. D is the best answer because the new room is better than the one the customer originally booked.

146. (B) -> A, C, and D all do not make sense in the context of checking in at a hotel. B is the best choice because people get keycards when they check in at a hotel.

Part 7

147. (B) -> A, C, and D are all incorrect because they are not mentioned. B is the best choice because the title calls it a "going-out-of-business sale."

148. (D) -> Computers, printers, and cables are all mentioned in the reading.

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149. (A) -> The sale runs from March 22 through 25. Therefore, the store is not open on the date given in B. The opening hours are listed as 9:00 a.m. to 5:00 p.m. The time given in C is too late, and the time given in D is too early.

150. (B) -> B is the correct choice because the passage says the building used to be a warehouse for spare parts for cars.

151. (B) -> The article mentions that the building is designed for people who work and play downtown. Thus, it can be inferred that it is close to downtown.

152. (D) -> The article says 3-bedroom units start in the high \$300s, which could mean about \$370,000 or more.

153. (A) -> A is the best choice. The article says to call the number "to reserve your new home." Before that, it says the company is already accepting deposits, which is the way to reserve a home.

154. (D) -> Kim tells June that the party is canceled. Thus, June should not come to the party.

155. (A) -> A is the best answer. The weather report says there might be a blizzard, which means a snow storm.

156. (C) -> In his email, Roger writes, "I'm just writing to confirm our schedule." This means he expects Elaine to check that she is able to coordinate with him.

157. (A) -> Roger says that his hotel is a few blocks north of the Bayview Communications offices on Quay Avenue. He states that the walk "will be easy." Therefore, we know that he will go on foot.

158. (B) -> Roger concludes his email by thanking Elaine before she has responded to his requests.

159. (C) -> C is the best choice because the sentence before mentions a meeting on Wednesday morning, and the sentence after mentions preparing for that meeting.

160. (B) -> The first paragraph explains that two companies are becoming one. They are forming a new fashion business together. This is confirmed in the sentence: "The new company will be known as deRoro."

161. (D) -> The article mentions a court case between the two designers.

162. (B) -> One of the designers is Italian and one is French, so A and C are incorrect. The article mentions that both companies have: "loyal customers who love their unique designs." D is incorrect because they design clothes, not houses.

163. (A) -> The article concludes by saying: "...a spokesperson for deRoro said at the press conference."

164. (A) -> A is the best choice because the notice calls Danny the "proprietor," which means *owner*.

165. (D) -> The notice states: "...the proprietor, Danny Demarco, was arrested yesterday."

166. (B) -> The notice states that Danny is a good man who does volunteer work. He is not the kind of person who would be expected to be arrested.

167. (B) -> B is the best choice because the email states that Netcom have received a complaint about an illegal download at Jennifer's IP address.

168. (B) -> B is the best choice in this context because the "party" is complaining. Thus, A and C cannot be correct. Also, the "party" is Dunlop Studios, which is not a political organization, so D is incorrect.

169. (A) -> The email says: "If you have any questions about this matter, contact Netcom at 565-7771."

170. (D) -> The final paragraph discusses privacy and security. Therefore, [4] is the most suitable position.

171. (C) -> Although car rental and a hotel are mentioned, there is nothing to suggest that these are related to what John and Helen do for a living. There is nothing in the text chain about deliveries. Helen and John are renting a car, and Helen mentions that she is at a hotel and wants sunscreen. These facts suggest that John and Helen are on vacation.

172. (C) -> Helen asks John whether he got a discount (saving money), what kind of car John got (compact), and whether he got sunscreen.

173. (A) -> A pharmacy is the only choice where we can buy sunscreen.

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174. (A) -> A is the best choice because it states there is no special dress code. The chef does check tablecloths, garnishes, and condiments.
175. (C) -> C is the best choice because “last” in this sentence must be a verb and C is the only verb. In the context of making reservations, “remain” is the only choice that makes sense.
176. (A) -> A is the best choice because the notice encourages employees to go to a conference to see a speech.
177. (A) -> The email states that the department that donates the most food to the food bank, which is a charity, will get the afternoon off work.
178. (B) -> Olivia and Harry are discussing an email which was addressed to department heads. This suggests they both hold this role in the company.
179. (B) -> *Right + at time* has the meaning of *exactly (time)*.
180. (B) -> Olivia mentions that she got a contract that Greg had wanted. She is concerned that he thinks she tried to stop him from getting it. This suggests a rivalry between the two.
181. (D) -> The advertisement states that he sells twenty kinds.
182. (B) -> All the answer options are directly mentioned in the advertisement except *fish*.
183. (A) -> The shopping cart shows he bought 3 pounds of beef sausage at \$4/pound for a total of \$12.
184. (D) -> Max mentions that he did not receive the complimentary hamburgers that were promised in the advertisement.
185. (C) -> C is the only choice that makes sense in the context of an advertisement selling things.
186. (C) -> C is the best choice because the agenda shows all the other people speaking.
187. (A) -> In his email, Ezra asks several questions and for “more information,” and “feedback.”
188. (B) -> B is the best choice. The sentence before it mentions a price list being sent, and

the sentence after mentions reading the list, which suggests Ezra will have received it at that point.

189. (A) -> Toward the end of his email, Malcolm states that he will ask his secretary, a type of colleague, to send something. The other choices do not make sense in the given context.
190. (C) -> C is the best choice because a help wanted ad is for attracting new workers, or employees.
191. (A) -> A is the best choice because Gulliver writes that he worked in a dental office.
192. (D) -> D is the best choice because the next sentence states that he can work anytime.
193. (A) -> A is the best choice because Maxine would likely open the CV file that Gulliver attached to the email. B is incorrect because she will probably check more details and maybe more candidates before hiring him. C and D do not make sense given the context.
194. (D) -> D is the best choice because it announces a new exhibition, which is a type of show.
195. (B) -> B is the best choice because all the others are mentioned.
196. (B) -> B is the best choice because Jenna writes that she has to “watch” her sister's kids, which means *take care of them*.
197. (A) -> A is the best choice because Yuki needs to reserve tickets for the art show for himself and Jenna, and the advertisement says he needs to go to the gallery's website to do that.
198. (B) -> B is the best choice because Jane announces that a festival has been canceled, which is a change in plans. A is incorrect because she tells other people how to get refunds. C is incorrect because the event is canceled, not rescheduled. D is incorrect because she already knows the forecast.
199. (A) -> A is the best choice because the weather forecast shows lightning on Friday.
200. (C) -> C is the best choice because to get a refund without a credit card people have to go to the ticket office, which is on Turner Drive.