

## Unit 1 Mini-Test

### A. Listening: Photographs

- (A) → We can see the woman holding a basket. There is nothing to indicate a particular meal so B is an incorrect assumption. The man is holding a bottle, not a box, so C is incorrect. We can see the man is not wearing a suit, so D is incorrect.
- (B) → We see the man facing the computer screen so B is correct. We can see an image on the screen, which suggests that the computer is working, although we cannot tell for sure. The man does not appear to be taking a break, so C is incorrect. There are no boxes or packing materials so D is not possible.
- (C) → There is no way of knowing whether the flight is on time or not, so A is incorrect. B is incorrect because we can see that the flight attendant is not holding any bags. The flight attendant is holding up a seatbelt which is done as part of the pre-departure safety demonstration on an airplane, making C the best choice. There is nothing in the picture to suggest the time of day, so D is incorrect.

### B. Listening: Question-Response

- (C) → The question asks *where* someone heard about a job opening. This means we need a source of information in the correct answer. Choice A uses “hear” as a same word distractor and is incorrect. B has no relation to the question. C tells us the place where Joe found about the job: *the classified ads*.
- (B) → This *wh-* question wants to know who performed an action. Although contains a person’s name, the rest of that sentence is not related to the question. C gives an opinion and does not answer *who*. Only choice B answers this question.
- (C) → This yes/no question requires an opinion. Only C gives an opinion. “It’s not his best work” means that the speaker thinks it is not very good.
- (B) → This *wh-* question requires a location in the correct response. A answers the

- question *when*. B and C both mention locations, but only B answers the question because a *poster* cannot take a *vacation*.
- (A) → The speaker wants to know how to do something. Choice C answers a yes/no question, while B tells us about ink. Only A is correct.
  - (A) → This *wh-* question asks *why* something occurred, so the correct response should contain a reason. Choice A gives the reason why an action occurred. The other choices do not answer the question “why?”
  - (C) → The question asks about the purpose of a commercial. B tells us about the speaker’s shopping habits, and A answers a different *wh-*question. Only C gives us a product type.
  - (B) → The question asks *when* the speaker should make a phone call. The response in A is not a correct English expression. C refers to the past, so only B “After 3:00 p.m.” is possible.

### C. Listening: Conversations

- (B) → In the conversation, Kelly is apologizing for a delay with Mark’s order.
- (A) → “At last” is used when something finally happens after you have been waiting for a long time. Therefore, we know that Mark has had to wait a long time.
- (B) → The woman offers a discount, but Mark needs the sign the next day. Since he will not have the sign when he needs it, the discount is not helpful to him because it makes no change to his situation.

### D. Listening: Talks

- (D) → The woman gives many examples of how we are surrounded by advertisements in our lives and then tells the listeners why advertising is important.
- (B) → The woman says “For small business owners such as yourselves...” so we know that she is talking to owners of small businesses. We can assume that most of them will not have traveled far to hear the talk and so they will be local.
- (A) → At the start of her talk she mentions that people might have heard, “...jingles on the radio telling you to buy a car, eat cereal,

or buy shampoo.” She mentions *posters* as something that people may have seen, but not as products which are advertised.

### E. Reading: Incomplete Sentences

- (C) → Someone usually has to *approve a proposal*. *Reject* makes no sense because she would be unable to start work in that case. Although we might *rehearse* a presentation, a worker would not ask his or her boss to rehearse a proposal. *Engage* does not fit in this collocation.
- (B) → The missing word should be a noun. *Prime time* is a time of day, not an area of work, a *banner* is an object, and we can work *as a chauffeur*, but not *in*. *Merchandising* is the noun which means the selling of products related to a popular movie, book, singer, etc. and is the correct choice.
- (D) → The adjective needed for the blank should be a superlative to match “she could” D the correct choice.
- (A) → People laugh at things which are funny. *Humorous* means funny.
- (C) → This sentence needs a superlative adjective. Because of the possessive pronouns *our*, it does not need the definite article “the.”
- (A) → The number of copies of a magazine or other publication sold in a month is the *circulation*.

### F. Reading: Text Completion

- (D) → The sentence after the blank contains the word *also* which means it is providing additional information. The words *Nonprofits such as charities* show a contrast with the earlier sentences about companies making money. Therefore, D, which contains the adverb *however*, which is used to show that something contrasts with what has just been said, is the best choice.
- (B) → After *one of* we need *the* and a modifier to transform *common* into a superlative adjective.
- (A) → Posters are displayed on *billboards*, making this the only correct choice.
- (D) → *Commercials* are a form of advertising shown on TV.

### G. Reading: Reading Comprehension

- (B) → In the advertisement, it says Luna Designs offers “The latest in print technology.” If something is *the latest*, it means that it is modern.
- (B) → Something that is *generic* is the same as others of the same type, therefore *ordinary*.
- (A) → In her email she says “I saw your advertisement in the Village Weekly News.” This the kind of name that a local publication would have.
- (C) → Donna says that she wants her invitations “...in full color with an original art design on the front. I think I will need about 100 of them.” The only thing that she does not mention is the type of paper she would like.

## Unit 2 Mini-Test

### A. Listening: Photographs

- (C) → The man is holding a box, not drawing. He does not appear to be listening to anything. The man is pointing at the box, not being pointed at by the box. We can see that he is sitting with a microphone in front of him.
- (A) → We can see a broken phone and some hands working on it with tools. No one is using the phone to make a call. C is incorrect because it uses the wrong preposition. The phone is not on the table because it is being held.
- (A) → The woman is sitting at a desk. There are pens on the desk, but she is not looking at them. She is not making a motion to tidy her desk, and there is no coffee or cup on the desk.

### B. Listening: Question-Response

- (B) → A is incorrect because the question is not a yes-no question. B is the best choice because it offers an opinion, which is what the question asks for. C is incorrect because it answers a question about a time, not an opinion.

2. (C) → The statement tells the listener that pizza is not an option for supper. A is incorrect because it offers an unrelated opinion about pizza. B is incorrect because it suggests the opposite of what the first speaker said. C is the best choice because it offers an alternative to pizza.
3. (A) → The speaker complains about a defective product. A is the best choice because it makes sense to take a defective product back to the store. B is incorrect because people do not put broken tablets in suggestion boxes. C is incorrect because it does not make sense in context.
4. (A) → A is the best choice because it offers an alternative to a declined credit card. B is unrelated to the topic of making a payment. C does make any sense in context.
5. (B) → The speaker says that a future concert will be fun. A does not fit because the speakers cannot encourage a concert. Since the speaker is saying positive things about the concert, C does not fit. B is the best choice because it makes a suggestion relevant to the first statement about the concert.
6. (C) → A is incorrect because a *clerk* is not a *customer* and because people who threaten are not usually satisfied. B is incorrect because the speaker is not the clerk. C is the best choice because it offers a reasonable response to the situation.
7. (B) → The question asks about the person's workplace (*a call center*). A uses the same word distractor *call*, but in a different context (verb not noun). C gives us the location of a call center, but does not tell us whether the person works there or not. B is the best choice because it answers the yes-no question appropriately.
8. (A) → The speaker complains of being under pressure, so A is the best choice because it offers a reasonable suggestion to improve the speaker's situation. B comments on the weather which is unrelated. C takes the word *stress*, which is related to *pressure*, but it uses it in a different context.

### C. Listening: Conversations

1. (C) → The man states that he needs to call the company because he has a defective TV. This is something a customer would complain about.
2. (D) → "No wonder" is an idiom used to express the idea that given a set of facts, the outcome is not surprising. After seeing the wait times on the company's website, the woman is not surprised that the man had to wait for a long time.
3. (D) → The man says he called yesterday and the day before that at 3 p.m. The woman tells him, "This says those are their busiest days and times." If we look at the chart, we can see that Saturdays and Sundays have the longest wait times at 3 p.m.

### D. Listening: Talks

1. (A) → The topic of the talk is how to deal with customers, therefore a customer would not be attending. A conflict resolution expert might be giving the talk, but would not be likely to be in the audience. A is the best choice because the speaker is teaching about managing upset customers. A customer service representative is likely to need to resolve problems for angry customers.
2. (D) → The "final straw" is used to indicate that something has reached a limit. The woman says, "Then, we'll never see that customer again. And we don't want that, do we?" She means that faced with bad service, a customer might decide that he or she is not willing to accept any more problems. A, B, and C do not make sense in context of the sentences that follow.
3. (B) → The speaker has just mentioned apologizing and A (Identify the problem) has already been covered. According to the graphic, B, asking for a desired resolution, is the next step.

### E. Reading: Incomplete Sentences

1. (C) → C is the best choice because this sentence needs a passive-voice verb. "Both

sides" are the agents of the verb *agree on*. A, B, and D are incorrect because a compromise cannot take the active form of *agree*.

2. (D) → The correct choice is a form of payment. Among the choices, only D can be used to pay for something.
3. (C) → C is the best choice because people in commercials usually endorse or support a product. A, B, and D do not make sense in context.
4. (D) → D is the best choice because "point of view" is another way of saying "perspective." Therefore, a transition that indicates a paraphrase is required. A, B, and C do not make sense in context.
5. (B) → A, C, and D do not make sense in context. B is the best choice because it introduces a condition: if it's cold, they could go to a movie.
6. (A) → The sentence is telling something to hurry up and make a decision. If we hesitate to make a decision, we are *indecisive*. Because an indecisive person has trouble choosing. B, C, and D do not make sense in context.

#### F. Reading: Text Completion

1. (B) → The text is an application for a job. B is the best choice because job advertisements are listed in the classified ads section a newspaper.
2. (A) → A is the best choice because it uses the passive voice. The sentence has the word "by" and the agent "my managers" so passive voice is required. B, C, and D all use active voice, so are incorrect.
3. (A) → A is the best choice because the transition "even when" indicates a surprising or contrasting condition, which is appropriate for being under stress and being cheerful. B, C, and D do not make sense in context.
4. (A) → The writer is applying for a job, and only A and C are connected to getting a job. We already know that the writer is hoping to work as a customer service clerk, so only A is relevant.

#### G. Reading: Reading Comprehension

1. (B) → According to the employee of the

month chart, Emily has worked in the Bakery and Deli departments.

2. (A) → A is the best choice. It is directly stated in the passage that he "stayed late to help us put up banners all over the store."
3. (D) → Anush mentions that Emily has already won the award twice. The following paragraphs say that she thinks they should consider George or Iliana. The most logical transition is D: *Therefore, to encourage others, I think we should choose someone else this time.*
4. (A) → *Provided that* is a conditional conjunction with the meaning of *if*.

### Unit 3 Mini-Test

#### A. Listening: Photographs

1. (B) → We see a man in work clothes looking at barrels. He is reading a label on one of the barrels. The barrels all appear to be new and in good condition. He is not emptying the barrels and they are not being lifted onto a ship.
2. (A) → We see two men lifting a box. One of the men is inside the truck and the other is at the back doors of the truck. We cannot see whether there are boxes piled up outside. Neither of the men is opening a box, and there is no scale or other device for weighing boxes.
3. (B) → A man is riding a bicycle. He is also carrying a courier's bag. He is not looking at a number, he is not receiving anything, and he is not getting off a bicycle, therefore B is the only choice.

#### B. Listening: Question-Response

1. (A) → The speaker asks what happened to a parcel which was sent the previous day. B refers to sending the parcel tomorrow, but it has already been sent. C says "we sent it after all," which would suggest that the first speaker did not know that it had been sent, which is not true. Therefore A is the correct choice.

2. (A) → This *why* question asks for a reason. The correct response needs to give a reason for limited exports. B, the weight of the shipment is irrelevant. C explains that they need to meet a quota, which does not answer the question. Therefore A is the correct response because trade barriers limit exports.
3. (B) → This *yes/no* question asks whether it is necessary to use express mail. A and C use the words *express* and *expressly* to confuse the listener. Only B answers the question.
4. (C) → C tells us that the parcel is coming, but has not yet arrived. A gives a conditional response, but does not explain the necessary condition and does not answer the question. B does not supply enough information to answer the question.
5. (C) → A and B use verb forms of *weigh* and *limit* to confuse the listener. Only C gives a response about the products to be sent.
6. (B) → The question asks about a person's feelings. Only B expresses a feeling. A tells us that the person has a lot of points, which is unrelated to feelings. C tells us about a payment the person had to make, but does not refer to feelings.
7. (B) → This *why* question needs an explanation of why goods are still in the loading area. Only B gives a reason for the shipment still being there.
8. (A) → The speaker asks about the state of a budget. B and C both use *budget*, but do not reply to the question. B tells us where the budget is and C says that they should make a budget.

### C. Listening: Conversations

1. (C) → The man says that she needs to go to a bank on 10<sup>th</sup> Avenue.
2. (B) → Although the man wants to go to the bank first, the woman persuades him that they should go to a coffee shop first.
3. (D) → The man says the bank is on 10<sup>th</sup> Avenue, at the end of the street.

### D. Listening: Talks

1. (B) → The message gives information about the cost of sending parcels. This would interest someone who needs to send a parcel.
2. (D) → The speaker states that there is a flat rate of \$80 for international parcels. Flat rate means that there is one price for everything. However, there is an additional charge of \$25 for international express, so the total cost would be \$105.
3. (D) → The speaker states the cost for international parcels and says "up to 5 kg." This means that parcels cannot be heavier than 5 kg.
4. (D) → The speaker says "Please note that all import duties and taxes are due upon delivery for all international shipments." This means that D is false.

### E. Reading: Incomplete Sentences

1. (D) → With an *If*-clause in the past perfect, we need to use *would have* + past participle in the results clause to form the third conditional.
2. (D) → The phrase "to the rest of the world" tells us that something is going from China to other countries. B is not a verb so cannot be correct. We cannot *import to* other countries so C is not possible. Of the remaining two choices D is the most meaningful.
3. (C) → The words *next* and *close* need to take *to* while *near* is not used with *to*. Therefore *near* is correct.
4. (C) → With an *If*-clause in the past perfect, we need to use *would have* + past participle in the results clause to form the third conditional.
5. (A) → We need a noun that can be used with *on*. We can have a *surcharge on goods*, but none of the other choices can be used with *on*.
6. (C) → Since bulk purchases are usually cheaper, *in bulk* is the most logical choice.

### F. Reading: Text Completion

1. (C) → *Notify* is a transitive verb meaning "to inform someone officially of something." It

is used with the preposition *of*, unlike the other choices.

2. (A) → In this context, *rule out* and *endorse* do not make sense. We can *enclose* a contract, but we would not write to tell someone that we desire to do so. Therefore *terminate* is the best choice. This is supported by the following sentence in which the writer expresses dissatisfaction – a reason to terminate a contract.

3. (B) → The writer says she has recently found out that she has been charged too much money. *Discovered* is the best verb here.

4. (B) → Since the writer is making a complaint and says that she has already paid too much money, the most logical sentence is a request for a refund.

### G. Reading: Reading Comprehension

1. (A) → The title of the memo is “Cutbacks and policy change” and it explains a new policy for sending shipments.

2. (D) → The information shared shows that they work for the same company, and the informal tone of their email tells us that they are also friends

3. (B) → If you *get a green light* to do something, it means that you have permission.

## Unit 4 Mini-Test

### A. Listening: Photographs

1. (A) → The picture shows a large table with six people with various papers and cups. They are not sitting in a relaxing, vacation scenario, there is no one making coffee, and two people are shaking hands, but no one is transferring money.

2. (A) → We see a man using a calculator. Since a calculator is used for doing calculations A is the best choice.

3. (B) → A man is standing in front a flip board, which he is pointing to. Two women and another man are sitting and watching him. This makes B the best choice.

### B. Listening: Question-Response

1. (C) → This past tense question asks whether paychecks are ready. A gives general information about the payroll department. B does not answer the question at all.

2. (B) → This yes/no question asks about the state of a company. A and C use the word *well* in a different context as distractors. B says the company is cash-strapped – this tells us that the company is having financial problems.

3. (A) → The question asks for information about the effects of a recession on a company. In a recession, we can expect a negative effect on a company. C is not a logical response. B also does not make sense - a company could raise its prices, but it is unlikely to have that action done to it by someone else as is implied by the sentence. Therefore A is correct.

4. (C) → This *why* question asks for the reason that a car was repossessed. Usually, a car is reposed for non-payment of the loan. Therefore C is the correct choice.

5. (C) → Since the definition of *gross income* matches sentence C, this is the correct choice.

6. (B) → *Cash-flow* is the amount of cash a company has after paying expenses, therefore the correct choice is related to money. A makes no sense because it is completely unrelated to the question. C refers to time and has no connection with money.

7. (B) → This wh-question needs a response which contains a value or amount of money. Therefore B is the correct choice.

8. (B) → This is a yes/no question. Although C starts with ‘No’ do not be fooled by it. It answers a different question. A tells us how much profit the person expects to make, but this also does not answer the question. B is the correct choice.

### C. Listening: Conversations

1. (A) → The woman says “Let’s look at the sales numbers for last year.”

2. (B) → The man says “Seems like the marketing campaign was quite successful in boosting sales” so he clearly thinks it improved sales.

3. (C) → She says “I think we should discontinue the JT002.”
4. (C) → The JT002 sold more than any other product, making the most popular.

#### D. Listening: Talks

1. (C) → The speaker says, “For service in Mandarin, please press 3.” Mandarin is a dialect of Chinese.
2. (B) → The speaker says to press 4 to speak to a specific consultant.
3. (D) → The company’s name is quick Financial Services to it will give money advice.

#### E. Reading: Incomplete Sentences

1. (B) → We can *allot* money to a specific cause.
2. (C) → We need to think about reasons for a company to discontinue a product. The most logical is because it no longer makes a profit for the company.
3. (A) → The missing word needs to be a noun, therefore *negotiations* is the best choice.
4. (D) → The missing word needs to be a verb. Stabilize is the only possibility.
5. (B) → We need a word that demonstrates why the company is considered one of the best. A good *track-record* means that the company has a history of doing well.
6. (B) → We need a word to convey the idea of contrast. This is a sentence in the present, so B is the best choice.

#### F. Reading: Text Completion

1. (C) → The sentence contains the positive adjective *amazing*, so the missing adjective is likely to be another positive word. *Elated* is the only positive word among the choices.
2. (C) → *Wonderful* is the only form appropriate to describe the great service offered by the consultant.
3. (C) → The missing word needs to be an adverb, so *brilliantly* is the best choice.
4. (B) → After writing praise, it makes most sense to conclude by telling the company that

she will share her recommendation with friends.

#### G. Reading: Reading Comprehension

1. (C) → Payroll is a financial concern, so it would be discussed during the Financial Report.
2. (C) → He says that he will miss the first half of the meeting.
3. (D) → Sam says that the meeting will be long, and he says that he agrees.
4. (A) → Pat asks him to take notes and he says that it will be no problem.

### Unit 5 Mini-Test

#### A. Listening: Photographs

1. (B) → We can see the woman holding a pen above a survey ready to answer questions. She is not speaking to anyone, so she cannot be asking a question. We cannot see a table, and she is not doing graphic design.
2. (B) → The men do not show aggressive facial expressions and are shaking hands. They are not reading or writing anything, making B correct.
3. (A) → We cannot see a customer or a phone, and the woman is clearly working indoors. Therefore A is correct.

#### B. Listening: Question-Response

1. (A) → *GDP* refers to the total market values of goods and services by produced by workers of a nation, so only A is an appropriate response.
2. (C) → The speaker is talking about a sudden large price increase. A and B both express a positive reaction which is not logical in the context.
3. (A) → The speaker wishes to increase demand for a product. A common way of doing this is through advertising.
4. (C) → The speaker informs the listener that an offer is restricted to members. The most logical response is to ask how to become a

member (and therefore gain access to the offer).

5. (B) → The question asks what the market research focused on. Therefore, we need to know the subject that it studied. Only B is a sentence explain what was studied.
6. (A) → The speaker states that gross sales have decreased. B used gross as a distractor and is unrelated to the first statement. C expresses the opposite idea: if sales are *down* they are not increasing. Therefore A is the correct choice.
7. (B) → A contains a negative response, with positive information which is not possible. C refers to the need of a spokesperson which is not related to winning a contract. A tells us that they did not get the agreement, and explains the reason: it cost too much.
8. (B) → The question wants to know who the main consumers of a product are. Only B gives this information.

### C. Listening: Conversations

1. (D) → They discuss various aspects of the economy and the way a recession has affected it.
2. (B) → The woman says that she is worried about the situation.
3. (C) → The woman says "I think people in general just don't have the discretionary income that they used to." *Discretionary income* refers to extra money people have to spend on anything that they would like.

### D. Listening: Talks

1. (A) → The speaker states that "Cold calling is very inefficient."
2. (B) → The speakers that businesses "need to know your demographics... buying behavior... brand awareness."
3. (C) → The speaker states that after doing research, "it becomes much easier to create advertising that targets your specific consumers."
4. (D) → He says that it will help companies to avoid wasting money.

### E. Reading: Incomplete Sentences

1. (D) → The adverb only implies a limitation, therefore D is the best choice.
2. (B) → We can *meet a sales a quota*, but the other nouns given do not fit in this collocation.
3. (B) → We use the verb *fill out* with "questionnaire."
4. (A) → The phrase *have a hard time* is followed by a gerund.
5. (C) → The sentence includes the special expression sit + place which is followed by a gerund.
6. (C) → The sentence states that the company has discontinued bonuses. This action is likely to have discouraged employees. Therefore C is the best choice.

### F. Reading: Text Completion

1. (A) → The second sentence is in the past tense, and suggests a historical aspect to the introduction. It describes a protest and so A, which explains that monopolies are illegal, is the best choice.
2. (A) → The adjective *unethical* is best followed by a word with a negative connotation.
3. (B) → The sentence following the blank says the owner of a monopoly can control an entire market. If someone controls the whole market, it means that they have no competition.
4. (C) → If supply is limited, demand is high. Therefore C is the best choice.
5. (D) → *(not) be concerned* with is followed by an -ing form of the verb

### G. Reading: Reading Comprehension

1. (A) → The passage states that a census is an example of a demographic study and obtains information about the people living in a country.
2. (D) → The data is used by business and governments to provide necessary services to everyone.

3. (C) → The article explains what demographics is, and starts by stating that it is a confusing topic.

## Unit 6 Mini-Test

### A Listening: Photographs

1. (B) → In the picture we cannot see a phone, so A and D are not possible. The hand is not holding a pen or pencil so C is also not possible. We see a hand connecting a cable to a switchboard, so B is the correct choice.

2. (D) → The man, not the woman, is holding a notebook computer. Neither of the people in the picture is facing the clock. The woman is holding a glass of water, so she is not beside it.

3. (B) → The image shows a machine cutting keys. The machine is not a laminator – and keys cannot be laminated anyway. There is no lock and no man. There are two keys, and *duplicate* means to make an exact copy of, so B is the best choice.

### B. Listening: Question-Response

1. (B) → A is incorrect because volume is related to sound, not ventilation. C is incorrect because furniture is not related to ventilation. B is the best choice because opening a window can bring fresh air into a badly ventilated room.

2. (A) → If you *touch base* with someone, you get in contact, or communicate with them. B uses *touch* as a distractor – in this case, *touch* means to make physical contact. C is incorrect because it uses future tense to answer a question about the past. A is the best choice because it answers a yes/no question and it mentions calling, which is related to *touching base*.

3. (B) → B is the best choice because it answers the question *when* with a time. A is incorrect because it answers the question *where*. C is incorrect because it answers *why*.

4. (C) → *Red tape* refers to official rules and processes that are complex and seem

unnecessary. C is the best choice because it answers a yes/no question and mentions dealing with the government, which often seems necessarily complicated. A and B are incorrect because *red tape* in this context does not refer to actual tape.

5. (A) → A is the best choice because *verify* means to check. B and C are incorrect because they do not relate to verifying.

6. (B) → B is the best choice because *look up to* means to *admire*, and people usually admire their mentors. A is incorrect because *look down on* means to *think badly of*, and most people think highly of their mentors. C is incorrect because statistics do not relate to mentors.

7. (A) → A is the best choice because it answers the question 'why' and learning the ropes is what apprentices do. B is incorrect because weather is not related to being an apprentice.

C is incorrect because it answers a yes/no question, not a 'why' question.

8. (C) → C is the best choice because *brick-and-mortar retailers* are an alternative to ordering online. A is incorrect because it is not related to the suggestion. B is incorrect because it answers *where*, and is not a suggestion.

### C. Listening: Conversations

1. (B) → The man and woman discuss pages and costs, therefore B is the best choice.

2. (D) → If you are *a little short*, it means you do not have enough money to pay for something. The man states that he will go to a bank to get more cash.

3. (A) → The man says he will return in half an hour, which is 30 minutes.

4. (B) → The woman suggests that he doesn't get binding or laminate the front and back covers. From the graphic, we can see that laminating is 50 cents a page and the binding is \$1.00. Since there are two pages to laminate, the total savings would be \$2.00.

**D. Listening: Talks**

1. (A) → A is the best choice. The message begins "Hello, Ms. Kim. this is Elaine," so, Elaine is the speaker and Ms. Kim is the likely listener.
2. (C) → C is the best choice because Elaine says she wants to meet "at your earliest convenience," which means *as soon as* Ms Kim is available.
3. (B) → B is the best choice. Elaine says that it is better to meet in order to "determine your exact staffing needs".

**E. Reading: Incomplete Sentences**

1. (B) → B is the best choice because literacy means reading ability. A, C, and D are not related to reading.
2. (A) → A is the best choice because an infinitive is needed after the adjective *necessary*.
3. (D) → D is the best choice because the preposition "to" is used to indicate duration.
4. (B) → B is the best choice because *put (someone) through* is a phrasal verb that means to connect through a phone line. A does not make sense in context. C means to take the place of. D means to communicate.
5. (A) → A is the best choice because a laminator is a machine which adds a protective layer of plastic to paper. B, C, and D are not related to plastic and paper.
6. (B) → B is the best choice because *look through* means to read and check, which matches with *verify*. A means to be powered by. C means to suggest. D means to write information in a form.

**F. Reading: Text Completion**

1. (A) → A is the best choice because a gerund is needed.
2. (D) → D is the best choice because mentors are people who can teach others. A, B, and C are not related to teaching.
3. (B) → The writer is giving examples of the kinds of questions the new apprentices might ask. B is the best choice because it has an infinitive after the question word 'how.' It also

mirrors the language of the previous sentence.

4. (B) → B is the best choice because it means to admire. A means not to respect. C is not a proper phrasal verb. D means to be excited about an upcoming event.

**G. Reading: Reading Comprehension**

1. (D) → The memo was written in order to tell May that Don called her. Therefore, neither May nor Don wrote the memo. May works for Marketsoft, so someone at Marketsoft would have written the memo.
2. (A) → A is the best choice because the memo says he called to verify that the air conditioner was working. B is incorrect because he is verifying that an existing air conditioner is working, not trying to sell a new one. C is incorrect because he wants to check that the machine is *not* noisy. D is incorrect because the memo does not mention any complaints from Don.
3. (A) → In her email, May states that the air feels damp, it smells of chemicals, and it makes a loud noise. However, she does not comment on the temperature.

**Unit 7 Mini-Test****A Listening: Photographs**

1. (B) → We can see a bellhop and two guests. The woman is clearly a guest and is not working. The bellhop is not holding anything, and the man is not giving the man anything.
2. (A) → We can see a stadium and a man on a race track. The man is not sitting or watching anything and he is not wearing a hat. He is actively participating in an event.
3. (C) → We see a woman at a desk writing in what appears to be a day planner. There are no other people and she is not using the phone, so she is not speaking to anyone. There is no copy machine visible, so she is not making copies.

**B. Listening: Question-Response**

1. (B) → The only response that answers the *wh*-question *why* is B. The use of *lawyer* in C is a distractor that uses the same theme as the question. A uses the word *files* as a distractor, but has a different meaning to the verb *filed* in the question.
2. (A) → This *why* question is answered with a reassurance that the work is not so difficult and it's just a matter of needing to learn the basics (*learn the ropes*). Neither B or C are appropriate responses to the question.
3. (A) → Only A is an appropriate response to a *yes/no* question. B uses the word *best* as a distractor but has no connection with the question. C would be an appropriate response to *why*?
4. (A) → The question asks who is responsible for something. A and C both refer to people, but only A answers the question.
5. (C) → With this *when* question, you need to be careful not to be distracted by the time given in B. Thinking logically, it's unlikely that someone made the decision to become an entrepreneur at a precise time on the clock. A does not answer the question in any way. Therefore C is the correct response. It expresses the idea that the speaker did not make a conscious decision, but has always had the kind of personality for this career choice.
6. (C) → The speaker expresses the idea that John is so good at his job that the company could not manage without him. This is very positive thing to say about someone, so A and B do not make sense. The response give in C states the second speaker's opinion on how the company would be without John. This person doesn't think that any one employee is more important than others (*no one is indispensable*).
7. (A) → The question asks about Sam's opinion. Only A gives us information about Sam's response. B gives a general opinion about proposals and C does not give an opinion.
8. (B) → This present tense question asks about a person's role. A is unrelated to the

question. B and C both tell us about roles, but only B is in the correct tense.

**C. Listening: Conversations**

1. (D) → The second man says that he never pays tips and that he thinks it is unfair for them to get tips. This means he does not think they deserve to receive them.
2. (C) → She disagrees with the second man and says, "Their hourly rate is low." The hourly rate refers to their base pay.
3. (A) → The conversation discusses jobs and pay before and after tips. The conversation refers to hourly pay, so A is the best choice.

**D. Listening: Talks**

1. (B) → The speaker is explaining the what will happen and what the listeners should do.
2. (B) → The talk is about a training course for hair stylists who already have a certification. Therefore B is the correct choice.
3. (D) → A self-introduction is the only one not mentioned by the speaker.

**E. Reading: Incomplete Sentences**

1. (B) → The blank requires an adjective that can be used with *for*. The only possible choice is *accountable*, meaning "to accept responsibility."
2. (D) → With the time expressions *five years in a row*, we need the preposition *for* to indicate that is talking about "how long."
3. (A) → A company would not want customer service representatives to be *negative* or *unethical* when dealing with customers. We cannot *remain equal*. Therefore A is the best choice.
4. (C) → Here, *for* meaning "in favor of" is the best choice. None of the other prepositions can be used here.
5. (C) → The missing word needs to be an adjective. Fields such as design and art are *creative*.
6. (B) → This sentence is a comparison expressing how something appears. In this case *as if* is the only correct choice.

**F. Reading: Text Completion**

1. (A) → The blank needs an adjective, so C does not fit. B is an incorrect collocation. The best choice is an –ed adjective. A common expression when informing someone that they have gotten a job is (We are) *pleased to offer*.
2. (B) → The only adjective among the choices that can be used with *for* is *responsible*.
3. (D) → Both A and C need prepositions, so they do not fit here. Defend does not make sense in the context, so *facilitate*, meaning ‘to make easier’ is the best choice.
4. (B) → The purpose of the email is to inform that he has been given a job and to give him information about training for that job. The word it in B refers to the page she is asked to sign. Therefore B is the most logical choice.

**G. Reading: Reading Comprehension**

1. (D) → Linda says, “Thank you for contacting the Employee Help Department.” This tells us that she is working at the same company as Richard.
2. (C) → He says, “Well, but my new manager made a page for me as soon as I accepted the job.” This suggests that he has not been working at the company for long.
3. (B) → He is asked to include a picture, but Linda says that he should be smiling.
4. (B) → Richard is explaining his problem, so it needs to come early on in the reading. The use of the conjunction *but* suggests contrast, therefore it needs to come after some information which expresses an opposite situation. In this case the profile was set up, but it doesn’t work.

**Unit 8 Mini-Test****A. Listening: Photographs**

1. (C) → We could assume that the man and woman are ready to work, but there is nothing to show this. They are not doing anything that suggests they are closing the business, either. The woman is standing still

and is not holding a ruler or tape measure. However, we can clearly see that the man is holding a sign.

2. (A) → A hotel employee is pointing to a form and a customer is writing something on the form. Therefore, the women are both looking at the form. Only one appears to be checking into a hotel, they are not in a dining facility, and neither woman is receiving money.

3. (A) → We see a man’s hands and a computer screen with email on it. The man is not writing, and there is no pen, only a pencil on a book. There is a coffee cup, but the wrong preposition is used – the cup is behind the computer.

**B. Listening: Question-Response**

1. (A) → The question asks the listen what his problem with Mark is. B tells us of a health problem that Mark has, but does not tell us anything from the speaker’s perspective. C tells us something that Mark did, but it is not something that would cause a problem. If you don’t *see eye to eye* with someone it means that you cannot agree with each other and do not get along.

2. (C) → *Go back to the drawing board* means to start again from the beginning. A is incorrect because there is no actual drawing to be done. Firing the CEO has nothing to do with the context. C tells the speaker to try making some alterations before giving in and starting from scratch.

3. (C) → The speaker expresses concern about lots of people losing their jobs. When a company gets off the ground it is doing well, so A is not correct. If there is a concentration of sales, sales are good, so B is wrong. When job-security is low, people are at risk of losing their jobs, so C is best.

4. (B) → The speaker complains that workers lack skills. In A the speaker wants to take on more training, but this does not deal with the situation of other workers. In C the speakers suggests providing an incentive, but this would not increase skills, just motivation. B is

the best choice because it suggests a way of getting better quality staff.

5. (A) → The question asks for Mike's opinion on something. B refers to the third person plural, so does not fit. C uses the word *offer* as a distractor, but does not answer the question.
6. (B) → The speaker expresses disapproval of an action. A is an unrelated response. C is a question which does not respond to the previous statement. B
7. (C) → The question asks about lunch plans. C refers to a place to eat, but A and B make no reference to anything with eating.
8. (B) → The question asks *when*. Only B refers to a time.

### C. Listening: Conversations

1. (A) → In the conversation, the man and woman are talking about a proposal that was rejected, which means that it was not accepted. A is the best answer.
2. (B) → The man suggests rewriting the proposal so that investing is suggested rather than partnership. Another word for rewrite could be modify, making B the best answer.
3. (B) → She says "It can't hurt to try," so she agrees.

### D. Listening: Talks

1. (C) → The man's starts by talking about a challenge for new businesses, then he refers to start-ups.
2. (D) → The man states "customer base is one of the most important factors in a start-up's survival" making D the best answer.
3. (C) → The man says not to be afraid of taking direct measures, making C the best answer

### E. Reading: Incomplete Sentences

1. (B) → *Booming* means to be doing well, and is the only adjective suitable to describe sales.
2. (A) → The need for future perfect is indicated by the phrase *by this time*.
3. (A) → The preposition *for* is needed for the duration *5 years*.

4. (D) → Time clauses use simple present.
5. (A) → This sentence needs the simple future, because of the use of the future adverb *shortly*.
6. (D) → Since *research* is the subject, the future perfect form of *complete* must be used.

### F. Reading: Text Completion

1. (C) → The sentence after *by the time* needs simple present, and since *notice* is the subject, the passive form must be used.
2. (D) → Discrimination, being a negative situation, fits the meaning best, especially considering the mention of *equality* in the following sentence.
3. (A) → *For* is needed here to show purpose.
4. (A) → This is the only sentence that makes logical sense (there are no partnerships or subscriptions involved, and the employees are already thanked in the very last line).

### G. Reading: Reading Comprehension

1. (C) → Simon states that he is having difficulty finding staff.
2. (D) → Bob works for the Sunday Morning Times as an advice columnist, so D is the best answer.
3. (A) → Bob states that he sent the email before the column in the newspaper was to come out because hiring needs to be done soon. This implies that he wants Simon to be able to act quickly regarding hiring.
4. (D) → Bob says "Before you decide on your hiring tactic, look back on your recent sales receipts."

## Unit 9 Mini-Test

### A. Listening: Photographs

1. (A) → The women are both wearing suits and are sitting at a desk in an interview-style set up.
2. (A) → The man is working at a computer, and making an online call, but he is also holding a baby. He is not talking to the baby,

and he is not using a cell phone. He is not traveling anywhere.

3. (A) → The woman is clearly checking the classified section of a newspaper. She is not typing eating at a desk, or holding a newspaper.

### B. Listening: Question-Response

1. (A) → This *what* question asks for details about perks a job provides. Only A gives such information.

2. (C) → The speaker states that too many people are quitting their jobs. The best response is a suggestion to solve this problem. Therefore C is the best choice.

3. (B) → This *why* question asks for a reason. A is a general statement about jobs, and not a reason. C states that she loves her job, and is also not a reason to leave a job.

4. (B) → The statement refers to a *survey*, meaning a *questionnaire*. A uses *survey* in a different context as a distractor. C does not make sense since the first speaker says that a survey has already taken place.

5. (B) → The question asks what Tim's skills are, so the correct response will contain examples of skills. Only B does this.

6. (A) → The speaker complains about John's boastful behaviour. B expresses surprise then contradicts that attitude of surprise by saying that this is common for John, so this does not make sense. C says that he was rewarded, but we are not usually rewarded for boastfulness. A is the best choice.

7. (C) → The question asks for the reason why the person hasn't mailed an application. A and B do not give reasons.

8. (C) → The speaker says that John's speech was too long. A is not related to the length of the speech. B refers to how much time has passed since the two speakers last met and is not connected in theme.

### C. Listening: Conversations

1. (A) → The man states that it is difficult to find a job because he is overqualified. This means that he has too much education and

training, so we can infer that jobs do not need a higher education.

2. (D) → The woman asks if he has updated his CV, recommends a job fair, and suggests finding a temporary job. She does not mention working from home.

3. (C) → He says he will go freelance, which means to work for oneself.

### D. Listening: Talks

1. (A) → The man specifically states that you should contact a company.

2. (C) → He says that researching a company will show the company that you are interested in it.

3. (C) → The speaker says that being well-dressed shows respect.

4. (D) → The speaker mentions A-C, but does not say you should take the interviewer to lunch.

### E. Reading: Incomplete Sentences

1. (D) → A worker can *quit*, but a company cannot quit someone. A company can *fire* or *sack* someone, but cannot fire or sack someone's employment. Only D is possible.

2. (D) → The blank needs a verb in the past perfect because of 'by the time.'

3. (B) → In this future tense sentence, only *as soon as* fits.

4. (A) → The simple present is used with *every time* to show a habitual action.

5. (C) → Since *layoffs* are a negative event, we need an adjective with a negative meaning. Only *ominous* has a negative meaning to connect with layoffs

6. (B) → This is the only plural word and therefore, the only word that is grammatically correct.

### F. Reading: Text Completion

1. (B) → In this cover letter, the person is explaining why they would be good for the position. Therefore B is the best fit. The sentences that follow all provide evidence to show why he would be good at the job.

2. (C) → This is a description of a past situation, therefore the past progressive is the best fit.
3. (A) → Aaron states that he was working on his MBA while he was working at Rene Wright Sales. It is implied that he completed his MBA then moved to a new company.
4. (D) → We need an adjective that matches with *new*. *Innovative* is the best fit.

### G. Reading: Reading Comprehension

1. (C) → The passage states that both a good education and experience are necessary to get a good job.
2. (A) → The writer says “You need to like people and have good people skills. Make friends with everyone because you never know who will be able to help you in the future!” From this we can infer that knowing a lot of people will provide you with a wide network of people who may assist you with your career.
3. (B) → The passage states that you need hard work, discipline, and a belief in yourself (confidence).

## Unit 10 Mini-Test

### A Listening: Photographs

1. (D) → We can see a person holding a phone with an alert indicated on it. We cannot see where the woman is so A is incorrect. We cannot see any stocks or certificates.
2. (A) → We can see men looking at graphs on their computer screens, so A is the best answer.
3. (B) → The man is alone outdoors, and is looking at a tablet screen. He looks calm and is not removing his jacket.

### B. Listening: Question-Response

1. (A) → The first speaker asks about a noise, implying that he/she heard something. Neither a market crash nor a bull market

actually makes a sound, so A is the best choice.

2. (C) → This question is asking about the amount of an increase in the index. A refers to how many stocks were sold. B refers to a time, so it is incorrect. C is the best choice.
3. (A) → This question is asking about what kind of qualities are necessary in a good stockbroker. B is about a company, not stockbrokers. C refers to illegal activities, not positive points. A is the best choice.
4. (B) → This question is asking about the quantity of shares offered. A refers to shareholders, not shares. C refers to money that needs to be paid, not quantity or share value. B is the best answer.
5. (A) → This statement is about the probability of a stock market with less value. C is a response for a market with increasing value, not decreasing. B is an unrelated question. A is the best choice.
6. (B) → This is a WH question about the time someone is arriving. A is an answer to a yes/no question, and C is an answer to a *why* question. B is the best choice.
7. (C) → This is a statement about an unstable stock market. A is a response about stockbrokers, not stocks. B is a response about money owed, not stocks. C gives a reason for the unstable market.
8. (B) → This is a question about duration. A refers to present time, and C refers to distance. B is the only answer which relates to duration.

### C. Listening: Conversations

1. (C) → In the conversation, the woman mentions the man’s fund manager, thus A cannot be correct. The tone of the conversation is friendly and informal, and so B and D are unlikely. C is the best answer.
2. (B) → The man says it is best to have about 70% of investments in stocks.
3. (A) → At the end of the conversation, the woman asks for the contact details of the man's fund manager, saying she will contact her, making A the best answer. B, C, and D were not mentioned in the dialog.

**D. Listening: Talks**

1. (B) → This is a news report about the stock market events today, making B the best answer.
2. (A) → The woman mentions some negative occurrences in the stock market for the past three days. When the market falls, experts pay close attention. If we keep *a careful eye on* something, we pay close attention to it.
3. (D) → The woman says "...this is the third straight day the index has fallen."

**E. Reading: Incomplete Sentences**

1. (A) → The 1930s is a time period making *when* the best choice of pronoun.
2. (B) → This is an object clause, and so the pronoun can be omitted. Since it is an object clause, a subject is still needed and thus B is the best choice.
3. (D) → This is a relative clause used to give extra information. The situation is in the past tense, so the past perfect is needed. Pronouns may not be omitted and *that* cannot be used in this case. D is the best choice.
4. (C) → This is a relative clause used as a subject. The full clause would include a relative pronoun as well as *be* and the participle (that were bought), so the pronoun and the *be* verb may be omitted. C is the best answer.
5. (B) → Only a person can cast a vote, and thus B is the best choice. All other answer choices refer to things, not people.
6. (C) → The meaning of *rally* is to increase, making C the best answer. All other choices have unrelated meanings.

**F. Reading: Text Completion**

1. (A) → This is a relative clause used as a subject, so it needs both a pronoun and the verb, making A the best answer.
2. (A) → The previous sentence introduced the idea of using a fund manager, thus the next sentence should probably include a positive point about a fund manager. B contradicts the previous sentence, so it is incorrect. C mentions a negative fact about

fund managers, and D is unrelated to this topic. A is the best answer.

3. (C) → Only C is something that a person (a fund manager) can be, all the others are things.
4. (B) → The meaning of *jeopardize* is to negatively affect or put in danger, making B the best answer. All the other choices have unrelated meanings.

**G. Reading: Reading Comprehension**

1. (C) → *First time investors* implies people who are just beginning to invest, thus C is the best answer.
2. (A) → "You will still be protected from a large loss if the market unexpectedly crashes," is closest in meaning to A. B, C, and D were not mentioned in the passage.
3. (D) → The first sentence in 3 is "Don't expect to make a killing at first." The rest of the information goes on to stress how investors will not make a lot of money at first, making D the best answer. A, B, and C are mentioned in the reading as actions investors should take thus are incorrect.
4. (C) → This sentence is closest in topic to section 3. In this section, we can see "Give yourself time to learn." Thus C is the best answer.

**Unit 11 Mini-Test****A. Listening: Photographs**

1. (B) → We can see a woman sitting in front of a man. She does not have a happy of expression on her face, so A is unlikely. Both the man and the woman are already sitting, so C is not possible. The man is in front of the woman, not behind.
2. (C) → We see a group of business people looking at a laptop computer. They are not delivering letter and there are no papers. Two men are standing behind the others, so C is correct.
3. (B) → We can see several people sitting, looking bored. They are not looking at each other and do not appear to be talking. They

appear to be indoors, not at a bus stop. They are not making anything.

### B. Listening: Question-Response

1. (A) → This *why* question asks for the reason why some cultures bow. B is an unrelated comment, and not a reason. A is the most accurate reply.
2. (B) → The question asks if it is necessary to finish something that say. A comments on how realistic it would be to finish, but does not comment on the necessity. C is an unrelated comment on the characteristic of something.
3. (A) → The question asks about the implications of something. The correct response should be an opinion. B and C do not relate to implications. A gives a clear opinion of the situation.
4. (C) → The speaker expresses difficulty in saying ideas. The correct response needs to be a suggestion to this problem. Only C gives a suggestion.
5. (B) → The question asks if forms have been filled out. A refers to buying shares. C talks about a portfolio, so only B is correct.
6. (B) → The speaker asks if the person wants to go out to dinner. A mentions a guarantee, which is not connected to a dinner suggestion. In C the speaker expresses a preference to have dinner, which is also not a response to a suggestion to go out for dinner.
7. (C) → The question asks if the listener plans to attend a workshop. A comments on the market, while B gives an opinion on an unrelated topic.
8. (C) → The question asks how the listener's supervisor reacted to a proposal. C gives information about an emotion expressed, and so is the best choice.

### C. Listening: Conversations

1. (B) → The woman says that she is studying intercultural communication and the man asks her to explain what that is.
2. (A) → The woman says that someone from a talkative culture might get irritated by someone from a quiet culture and assume

that they are not saying much because they are bored.

3. (A) → The woman says that her best friend was married to someone from another culture and she thought it was interesting to learn about another culture.

### D. Listening: Talks

1. (B) → The woman introduces Sung Min Kim to the audience. As part of the biographical information she mentions and award that he has won, but she is not announcing an award in her talk.
2. (A) → The woman mentions Mr. Kim's unprecedented work. If something is *unprecedented*, no one has done it before, and it is unique.
3. (A) → The woman mentions that his work has brought the company lots of profits.
4. (B) → The woman tells the listeners that Mr. Kim has been promoted.

### E. Reading: Incomplete Sentences

1. (C) → The speaker says she has to leave and so is obviously going to an appointment. The correct verb to use with *appointment* is *have*.
2. (D) → With the expression *for four years*, the correct tense is the present perfect continuous.
3. (A) → We prefer A to B.
4. (A) → The sentence is a future form with *going to*, therefore the verb should be in the base form. We *have* dinner, not *take*, so A is the best choice.
5. (B) → The question is asking for an opinion. An expression meaning 'what do you think of' is *what do you make of?*
6. (D) → *Finish* is a completed action in this sentence, so we need the present perfect for an accomplishment made during an unspecified time.

### F. Reading: Text Completion

1. (A) → The writer states that she has taken a long time to reply to a letter, but the whole time tells us that she was doing an action (i.e.

thinking) for an extended period of time.

Therefore, A is the best choice.

2. (C) → *To* needs to be followed by the base form of a verb. Since the sentence already contains the word *organize*, C is the best choice.

3. (D) → The sentence needs a word related to logic since it says that the previous actions will make it logical. *Coherent* is the best choice.

4. (B) → A contains heart as a distractor and is completely unrelated. C tells us about the writer's past, but is not relevant as advice. D is a fact about punctuation, but is more basic than the kind of advice already give, as well as being out of place as a conclusion.

### G. Reading: Reading Comprehension

1. (A) → The writer says that typing is much quicker and optimizes your use of time, so he clearly thinks writing with a pen is more time-consuming.

2. (A) → The writer says that smartphones, tablets, and computers mean that people no longer write by hand.

3. (B) → The writer says that technology makes people colder and more distant, so B is the best choice.

## Unit 12 Mini-Test

### A. Listening: Photographs

1. (A) → We can see that the doctor is holding one end of the stethoscope to the baby's chest and the other ends are in his ears. The doctor is not holding the baby, who is lying down. The baby is not touching the stethoscope.

2. (C) → The man is not standing, there are no cups, and the woman does not have a computer. Therefore C is the correct choice.

3. (B) → We see one woman holding an x-ray and both of the women are looking at it.

### B. Listening: Question-Response

1. (B) → The question asks about the mode of transportation the listener uses. Only B gives a kind of transport.

2. (A) → This when question asks for the time of an appointment. B gives the current time, and C gives a kind of appointment, but not the time.

3. (B) → The question asks how the man is feeling. Only B tells us how a person is feeling.

4. (C) → The question *how much* asks for a price. A tells us how many doctors there are. B is not related to the topic. C says the price will depend on various factors and is the correct choice.

5. (B) → The question asks for *how many times a day* a supplement should be done. A gives a reason for taking a supplement. C talks about the effect of the supplement. Therefore B is the answer.

6. (A) → This *where* question asks where Martin is today, and implies that the speaker has not seen Martin and wants to know why. B gives a comment on Martin's likely opinion, so is not related. C asks if the person hasn't seen *it*, which is an object. Since Martin is a person, C is therefore incorrect.

7. (C) → The question asks for the reason behind an action. A uses the word *reason* as a distractor. B asks about a child's diet. Only C gives a reason.

8. (A) → The statement comments on a difficulty in knowing whether something is functional or not. B uses the word *work* as a distractor. C talks about a schedule and is unrelated.

### C. Listening: Conversations

1. (B) → The conversation is between two people, one of whom wants to gossip. The woman says 'by law we cannot give out information about our patients...If the administrators knew about this...' The use of the pronoun 'we' tells us that they have a similar status and work at the same place. Therefore, B is the best choice.

2. (A) → The woman does not want the man to gossip and expresses strong disapproval.

*Angry* is the best emotion to describe her feeling.

3. (C) → If you are *in the dog house*, you are in trouble. Since the man is trying to discuss private information about a patient, which is against the law, he could get into trouble.

#### D. Listening: Talks

1. (D) → The speaker welcomes the listeners to a “volunteer family” and says that she will explain what is expected of volunteers at the hospital. Since volunteers donate their time to others without payment, D is the correct choice.

2. (B) → The speaker who was due to speak at 9:30 is unable to attend. The speaker says that each session will be moved up one slot. Therefore, the coffee break will take place at 10:00 instead of 10:30.

3. (C) → The speaker says “Go to room A23 to pick up a shirt and a badge.” We can infer that the shirt is the volunteers’ uniform.

#### E. Reading: Incomplete Sentences

1. (B) → In this reported speech for a future action, we need to use *would*.

2. (A) → Maria is a scheduler, so we would expect her to be a punctual person. However, the sentence states that she is often late, Therefore, we need a word that expresses contrast.

3. (D) → In this reported speech, *he hasn’t decided for sure* suggests uncertainty and the need for a modal. *Might* does not change its tense in reported speech, so D is correct.

4. (D) → English is a non-countable noun, therefore it should be preceded by the quantifier *much*.

5. (B) → Among the four choices, only *deductible* is something that can be paid.

6. (C) → The blank needs a verb in the past perfect for this reported form.

#### F. Reading: Text Completion

1. (C) → After the blank, the article gives several tips on how to deal with a hospital visit. Therefore C is the best choice.

2. (A) → This sentence with *or* gives hand washing as one part. The missing words should be a noun connected to cleanliness.

3. (D) → The sentence says that phones may interfere with the missing word. If we think logically, hospitals are full of high-tech equipment and devices, therefore D is the best choice.

4. (C) → The words *or other health professional* indicate that the missing word must be a person who works in health care.

#### G. Reading: Reading Comprehension

1. (B) → The article highlights some of the many risks of medical tourism which could all put a patient’s life in danger.

2. (B) → Obviously, only sick people would have a need for this. The article mentions that a lot of participants are immigrants.

3. (C) → The statement preceding [3] says that medical tourism might sound appealing. The use of *might* suggests that the next sentence will offer a contrast. The idea contrast is emphasized by the sentence that follows [3] because it introduces a list of risks.

## Practice Test

### Part 1

1. (C) → We see a man holding a box and a phone. He is pointing the phone at the box, as though to take a photo.
2. (D) → We see several people in a call center- set up. They are wearing business clothes and sitting in front of computers.
3. (A) → We can see a van, and man carrying a box, and a woman signing a form on a clipboard. The man is holding the box out to the woman so she is clearly receiving it.
4. (D) → The picture shows a casual situation in an office breakroom. It does not look like a meeting and they are not eating anything. One woman is standing by the watercooler. Her body position shows that she is getting some water. She has not tools so she does not appear to be fixing a broken machine.
5. (C) → There is a camera on the table, but the man is not using it. He is wearing glasses, but there are no glasses on the table. He is not tidying up, but he is looking at a tablet.
6. (A) → The man and woman are at a pharmacy. The woman is wearing a white coat so she works there and is not buying anything. The woman does not look like she is about to leave and she is not preparing anything for a woman as the only customer is a man.

### Part 2

7. (A) → The question asks if the speaker has seen a billboard. A billboard is huge and cannot be kept in a wallet, so B is incorrect. C uses travel as a distractor. Therefore A is the answer.
8. (B) → The speaker wishes to make a complaint. A says that *it* is down the hall. However we cannot go to a complaint. In C the speaker claims to be busy on Saturday, but the speaker wants to complain now and not on Saturday.
9. (A) → This *where* question asks about the location of a parcel. B talks about where a person is and C gives a time.
10. (C) → The speaker states that he or she didn't get a bonus the previous month. A tells us the name of the previous month and B mentions a calendar. Only C offers a solution to the problem.
11. (B) → The speaker asks if the listener often buys books online. A tells us where some books are, C tells us the modality she likes to use to read, but does not tell us how she buys them.
12. (A) → This *where* question asks about the location of a briefcase. Only A is related to this theme.
13. (B) → The speaker says that they have a lot of heavy luggage. This implies a need for assistance in carrying it. Speaker A states that he or she doesn't need luggage but does not offer help. C tells the speaker where to go, but also does not offer help. Only B gives an offer of help since a bellhop's job is to carry luggage in a hotel.
14. (B) → The speaker asks for help in improving a resume. Only B gives a suggestion related to actions that can improve the information to be included on a resume - getting experience.
15. (A) → This yes/no questions if the listener has decided what to order for a meal. B tells us when lunch is. C makes a comment on the waiter. Only B answers the question.
16. (B) → The speaker wants to know the best thing about working for a company. A tells us when the speaker will start work. C gives a negative comment and is not a good thing about working for the company. Therefore B is the correct choice.
17. (A) → The question asks *when* the doctor is free. B tells us where the doctor lives. C tells us how long the speaker has worked there.
18. (C) → The speaker thinks the company needs a new logo. A comments on a co-worker. B suggests getting a refund. These are both unrelated to the statement. Since designers make logos, C is the best choice.
19. (B) → The speaker wants to borrow a pen. A gives a price, but we do not sell things that are being borrowed. C tells the speaker where to buy a pen so is also incorrect.

20. (A) → This *why* question asks the reason why a meeting is being held in a cafeteria. B gives a food choice and C tells us when the meeting will begin. A tells us that the board room is being painted and thus explains why a different location has been chosen for the meeting.

21. (B) → The speaker tells the listener that a woman is looking for an entry-level job. A refers to the job of vice-president which is a job that requires a lot of experience. C tells us where an entrance is, which is an example of a distractor using a word from the same word-family.

22. (A) → This *who* question asks who did an action. C does not refer to a person at all. B tells us where a person is. Only A is possible.

23. (C) → This yes/no question asks if the listener was responsible for overseeing a hiring process. A talks about new employees, but does not answer the question. B tells us how long the person has worked at the company. Only C gives an appropriate response.

24. (A) → The speaker wants to get more information about customers. A suitable response would be a suggestion or advice on how to do this. Since demographics is information about a population (in this case customers), A is the best choice.

25. (B) → This *where* question asks for the location of an office. Only B gives this kind of information.

26. (A) → The speaker wants to know if prices will be raised soon (hike = raise). B tells us about a person's condition, and C comments on the general state of the economy, but neither answer the question.

27. (C) → This is a statement which tells us that the speaker keeps losing emails. Since lost emails are a tech issue, C is the best choice.

28. (A) → This *wh-* question asks how long it will take to *learn the ropes*. This is an expression meaning to learn how to do something. B is related to cost and C is related to a shipment, not learning.

29. (A) → This yes/no question asks for an opinion on buying stocks. Only A comments on the state of the stock market.

30. (C) → The speaker states that he or she has been asked to mentor some new co-workers. The best response is a reaction to that. A talks about where to go to find new employees. B comments on the speaker's low self-esteem, but we could expect a mentor to be confident, therefore C is the best choice.

31. (B) → This *why* question asks how to do something. Only B gives information on a process.

### Part 3

32. (A) → The conversation is about returning a sweater. This is something that happens at a store.

33. (D) → The man asks the woman if she has a receipt and she says that she forgot to bring it.

34. (B) → He says "We can offer you store credit in the form of a gift card."

35. (A) → The woman says that some people are going out to lunch and she invites the man to come along.

36. (B) → The woman says "We'll meet in the first floor lobby."

37. (B) → The man is vegetarian, which means that he does not eat meat. The cheapest non-meat option on the menu is creamy mushroom soup which costs \$5.50.

38. (A) → The woman says "I'm having a bit of trouble with my Internet." Then she explains that it is slow.

39. (C) → He states that he is not having any trouble, so we can infer that he is surprised by the woman's problem.

40. (D) → The man tells the woman to look up Joe Smith. In the graphic we can see that his number is 4255.

41. (D) → The man asks the woman if she has registered for the retreat, then they discuss some of the things that will happen at the retreat.

42. (C) → The man mentions all of the activities except swimming.

43. (C) → The man tells the woman that she can sign up on the company's website.
44. (A) → The woman is making a purchase so we can assume she is at a store. The man tells her about a beauty rewards program, so it must be a beauty store.
45. (C) → The man says that for every 100 points she will get \$5 off her next purchase.
46. (D) → The woman spent \$51. For each \$1 she gets 1 point. That makes 51 points. Then, for spending \$50 she gets another 5 points. Therefore she will get a total of 56 points.
47. (B) → The man is calling a dental clinic and says that he would like to make an appointment. He then says that he would like a teeth cleaning and a check-up.
48. (A) → He says that Monday, Wednesday, or Friday mornings are best. Therefore A is the best choice.
49. (B) → The woman says that she can give him an appointment on Friday morning.
50. (A) → The man says that he is interested in reading biographies and the woman recommends some to him. Therefore, they are discussing good books.
51. (B) → *Key players* are important people involved in a situation or event.
52. (B) → The woman asks the man if he would like to borrow her book. Therefore, she is lending the book to the man.
53. (A) → The woman gives her flight number. The agent says that it is a flight to Madrid from Paris. Therefore A is correct.
54. (B) → The woman says that she needs to stay longer *for work*.
55. (C) → The man tells her that there will be a \$50 flight fee.
56. (C) → The man asks Simone to explain some figures (numbers) on a balance sheet.
57. (A) → She tells the man what the number mean and is satisfied with the information.
58. (D) → The man points out that the money should be coming to the company, not going out to another company. The woman agrees and says she will talk to the accounting department to sort out the mistake.
59. (D) → The man asks "...could you tell me how to get to the post office?"

60. (A) → The woman says "When you see the gas station, take another right." In other words, he needs to turn right.
61. (A) → The woman says that the post office opens at 8:00 a.m. and closes at 6:00 p.m. But it closes an hour earlier today. Therefore its hours are 8:00 to 5:00.
62. (A) → The speakers are discussing when to hold a meeting because one of the women cannot attend at the time they had planned.
63. (B) → The woman has told him that her child is sick, so he is expressing sympathy for her bad news.
64. (C) → They decide that they can hold the meeting via an online video chat the following morning.
65. (C) → The man says that it is their boss's birthday later in the week, so they discuss how to celebrate.
66. (A) → The man says that his friend owns a bakery and that he can probably get a good deal. A *good deal* is a *cheaper price*.
67. (C) → The man will bring cake, the first woman will bring ice cream, and the second woman will bring balloons and cups. Therefore, they still need to assign napkins, plates, and forks.
68. (B) → Two of the speakers are new workers and they want to find out how to get up a direct deposit. A *deposit* is a kind of payment.
69. (C) → The second woman tells them that the company pays once a month.
70. (C) → She says that the cafeteria is great and is cheap. She recommends it strongly.

#### Part 4

71. (B) → The speaker is giving a talk on advertising and the ways it is used. Therefore B is the most likely choice.
72. (C) → The speaker says that people still need memorable slogans.
73. (A) → The speaker talks about the way people advertise in the 21<sup>st</sup> century compared to the past, and says that technology has changed this.
74. (B) → The announcement begins 'Attention all call center staff members.'

Therefore this is an announcement at a call center.

75. (A) → The speaker mentions a defective product: "... the JV6 Smartwatch as proven to be defective."

76. (A) → The speaker says "but please try to remain patient and polite."

77. (D) → Louise tells John to remember to go to the loading area to pick up a shipment of coffee beans.

78. (D) → She comments that the delivery is of a large amount and so he must make sure to take enough people to help him load up the truck.

79. (A) → Since the delivery is for 1000kg, and is an express delivery, he will need \$2.00 x 1000.

80. (B) → The speaker opens by saying 'Welcome to the Investing in a Recession seminar.' This tells us the topic of the talk.

81. (C) → The speaker says that there have been some changes to the schedule due to a fire in the kitchen at the site of the seminar.

82. (B) → Because of the change of venue for lunch, an extra 45 minutes has been added to the lunch break. For this reason, the afternoon sessions will begin 45 minutes later. Therefore, Helen will speak at 1:45.

83. (C) → The man calls Sheila to talk about details of a presentation they will make together. He mentions sales distribution data from various years. Therefore, their presentation is most likely to be about sales distribution.

84. (A) → The man has found some new data which will mean a change to what they have already written. This is bad news because it will lead to more work. He is sorry to have to tell this to the woman.

85. (B) → The man says that online sales increased a lot from 2014-2016 while brick and mortar sales decreases. Therefore X represents brick and mortar sales because it is a smaller number in 2014-2016.

86. (C) → The speaker says that people have not been leaving the room in a good condition, so they should clean up after using the room.

87. (D) → The laminator makes the room hot and uses a lot of electricity when it is left on.

88. (B) → Since Derrick has been forced to clean up the room for other employees, it is unlikely that he feels a positive emotion. It is most likely that he feels upset, making B the best choice.

89. (A) → The speaker introduces herself as the personnel manager.

90. (A) → She says "I want you all to feel that I'm an accessible colleague."

91. (C) → She says 'If you would like to advance your career in any way, let me know.' In other words, she invites the workers to talk to her about their career plans.

92. (C) → The speaker starts by thanking everyone who has already signed up for a seminar, then announces an incentive to encourage others to sign up as well. Therefore, C is the best choice.

93. (D) → The speaker states that the name of the seminar is "discrimination in the workplace."

94. (B) → To encourage sign-ups, they are offering a week of vacation to one person.

95. (B) → The theme of the talk is how to do well in a job interview, therefore the people listening to the talk are most likely people who are looking for jobs. People who are unemployed would be looking for jobs.

96. (A) → *No wonder* is a way of saying that something is not surprising. The speaker states that it is not surprising that people who are late fail at job interviews. We can infer that employers will not trust someone who shows tardy behavior and will not want to work with that person.

97. (A) → The speaker says he will talk about small details such as being on time, how to dress, and then "the most important thing that personnel managers look for..." Since the chart shows being well-prepared as the most important thing, A – *preparation* – is the best choice.

98. (C) → The speaker talks about prices increasing because of the higher cost of oil and taxes on fuel used by ships and trucks.

Therefore, the company is most likely transportation.

99. (A) → The speaker says that prices are increasing because of taxes and fuel costs. These are reasons for a price hike.

100. (D) → The speaker says that the company is investing in new, green vehicles in order to reduce future costs.

### Part 5

101. (D) → This sentence needs a passive form because the agent of the verb is not given.

102. (B) → The if clause contains the past perfect, so the result clause needs would + present perfect.

103. (B) → The verb *landed* tells us that we need to select a noun that can land. Among the choices, only a cargo plane is capable of this.

104. (B) → We need an adjective to describe diseases. Since the sentence is about avoiding the spread of disease, *contagious* is the best fit.

105. (A) → The best choice is a word that means something used to get information. A questionnaire is used for this purpose.

106. (D) → The missing verb needs to be related to communications. If you liaise with someone you talk to them to provide a means of communication between them and another person.

107. (D) → *By the time* tells us that we need a future perfect form.

108. (C) → A bonus is an example of an *incentive*.

109. (A) → *Overqualified* and *entry-level* do not fit as descriptions of a worker in this sentence. *Recipient* cannot be used to describe a worker at all. Therefore, *freelance* is the best fit.

110. (A) → *For three hours* tells us the duration of the sound. With *for*, we need the present perfect continuous.

111. (D) → In this sentence, the reported speech is in the past tense, therefore *had misplaced* is the best choice.

112. (B) → This is an exclamatory sentence, as indicated by the exclamation mark. *What* is the best choice because of the indefinite article *a*.

113. (D) → The CEO transferred money. D is the only choice related to money, and the adjective *cash-strapped* means lacking money, so it is the best fit.

114. (C) → We need a passive form since the agent is not given.

115. (A) → *Should* is followed by the base form of the verb in the present tense.

116. (A) → The sentence states that this is the last change the company has. Therefore, we need an adjective that suggests a very important or serious condition.

117. (C) → The sentence is a warning of how to deal with social media when applying for a job. Only *jeopardize* has a negative meaning, and contains the meaning of *put at risk*.

118. (B) → Stop can be followed by to + verb or verb-ing. In this case, we need a form that means *ceased to do*, therefore, the -ing form is the correct choice.

119. (A) → The topic is looking for a job. People doing this are *job seekers*.

120. (B) → This comparison compares the appearance of a billboard with an airplane. Things can *look like* or *be shaped like* another item of a similar appearance.

121. (D) → The sentence is referring to a future situation. Therefore, D is the best choice.

122. (C) → A *penalty* and a *recession* are both negative things, so a bonus would not be awarded. A factory cannot *achieve a mentor*, so C is the best choice.

123. (C) → We need a noun that is a place where we are likely to find items that are being imported and exported. A *harbor* is the best fit.

124. (C) → The sentence is in the present, but with an ongoing duration of seven years. Therefore, the present continuous is the most appropriate tense.

125. (A) → If you put your competitors out of business, you become the only business in your field. If you are the only business, you

have total control of a market. This is what a *monopoly* is.

126. (A) → A niche is an opportunity to sell a particular product or service that no one else is selling. Since the sentence says ‘unique business’ the best fit is *niche*.

127. (C) → In this conditional sentence, the if clause needs a verb in the past perfect to match the tense used in the result clause.

128. (B) → We need an adverb to describe *increased*.

129. (B) → The sentence states that companies are cutting jobs due to a forecast. Since companies only cut jobs when the economic situation is bad, we need an adjective with a negative connotation. *Ominous* is the only negative choice.

130. (A) → An *audit* is when the government gives your finances an extra detailed check. This is something that businesses are very keen to avoid.

### Part 6

131. (D) → A standard greeting when you do not know the name of the person you are writing to is ‘To Whom It May Concern.’

132. (A) → The sentence after the blank says ‘On more than one occasion...’ so it is not the writer’s first visit. A letter of complaint would not ask about the recipient’s day. A request for room service is irrelevant.

133. (C) → The writer has already listed several complaints by this point, so an adverb to show that he is mentioning another, related, item is needed.

134. (C) → A polite and formal way of ending a letter is “Yours Sincerely.”

135. (B) → This letter is a job application. It is common to open with an expression of interest. Only B contains a positive adjective.

136. (B) → The writer is talking about her experience over the past 7 years, therefore, we need a verb in the present perfect continuous.

137. (C) → The writer gives a phone number, so *call* is the most suitable verb.

138. (C) → This a job application, so the language to be used should be polite and

formal. A is too casual. Mr. Smith has not done anything for Jessica, so she cannot be indebted to him. She has no reason to send an apology, so C is the best choice.

139. (C) → The blank is part of the writer’s address. Right after the blank is a number, so the word *number* is the best choice.

140. (A) → When someone rents an apartment, as is the case here, a security *deposit* is paid. This deposit is returned when that person vacates the apartment.

141. (D) → The writer gives a forwarding address and wants to receive the deposit there. The agent of the action is not given, so a passive form is needed.

142. (B) → Mrs. Brent is receiving, not mailing this letter. From the contents of the letter we can infer that she is Rick’s landlady. Tenants do not get lunch breaks from their land lady. We do not know anything about Rick’s grandmother, so D feels out of place here

143. (B) → March is a month, so B is the best fit.

144. (A) → An urgent care clinic or ER is a place where people go in an emergency, so A is the best choice.

145. (D) → A dentist would not have a *bell hop*. A *portfolio* and a *bonus* cannot answer the phone and give help.

146. (C) → A and B do not make sense because the sentence before the blank states that patients should call to get information about other dentists. D is irrelevant because people do not need to know the weather.

### Part 7

147. (D) → The title is ‘Actors, Singers, and Models’ wanted.

148. (D) → The passage mentions everything except telemarketing.

149. (A) → The passage tells everyone to take their résumé. Only models need to take photos, so A is the correct answer.

150. (D) → Although, at first, it appears that Dwight is making a complaint, he is in fact writing to praise a call center worker.

151. (A) → He writes that there were dents in the lampshade. A dent is a form of damage.

152. (C) → C is the best place because it follows a list of issues that Dwight had with the lamp. The issues made him frustrated and were the reason that he made a phone call.

153. (C) → She writes that a parcel has arrived for June.

154. (B) → If you *can hardly wait for* something, it means that you are very excited about it and eager for it to happen.

155. (A) → June says that the parcel contains an espresso machine – a machine for making coffee. Yuki says that they have coffee beans, so we can infer that they will drink coffee at home together.

156. (B) → Donald writes that he is contacting Jasmine to review a schedule for an upcoming business trip.

157. (C) → He writes that it is his first trip to New York, so C contains incorrect information.

158. (B) → He has a meeting with Jasmine's boss at 11:00a.m. but he wants to see her beforehand to get things ready.

159. (D) → If you *put your head together* with someone, you share ideas with that person.

160. (A) → if something is *slated* for a date, it means that it is scheduled.

161. (C) → The article contains information about a job fair and will take place on January 21 and 22., so people who want to get a job would go there.

162. (A) → The article states that Andrea Wilson is the vice president of Vacation Villa Resorts.

163. (C) → The most logical place for this sentence is right after the date. We would expect the date and time to be given together in the article.

164. (C) → The notice says that they are closing in order to film a commercial. A commercial is an advertisement.

165. (A) → The notice says the coffee shop will be closed 'tomorrow' but will be open again on Tuesday. This implies that tomorrow is Monday.

166. (C) → According to the article, Roger is an actor.

167. (A) → To *shoot* a commercial means to *film*.

168. (C) → Denis says that he is available 9-12 on a d1-5. Therefore, it is impossible to talk to him at 12:15.

169. (A) → *To that end* is an expression meaning *for the purpose of/ for that purpose*.

170. (C) → He states that he has heard that a lot of staff want to be able to make complaints anonymously. A complaint box is a way of making a complaint without having to show that you are the person complaining.

171. (C) → Fred is reminding Julian of plans that they have for the evening.

172. (A) → Julian mentions a contract that he wants to win and says that Ms. Hemmel will be angry if they do not get the contract. This implies that he works for Ms. Hemmel.

173. (A) → If you can't make an appointment, it means that you have another engagement that prevents you from attending. In this case, Julian has to work.

174. (D) → Julian says he will make the opera which Fred has already said starts at 8:00.

175. (B) → This is an order to stop doing a certain action. In this case, Miss Jenkins has been letting out her condo even though it is not allowed.

176. (C) → The letter says that she owns unit 420.

177. (C) → The cost of the rent that Miss Jenkins charged is the only thing not mentioned.

178. (A) → If you state something expressly, you state it very clearly and directly.

179. (A) → This alert informs passengers of a cancellation. They will need to take a flight at a different time.

180. (D) → Passengers who want to find out about the times of other flights will call this number.

181. (B) → Hal has found a mistake and has not been paid enough money.

182. (D) → Both Hal and Jessica note that \$500 is to be paid for travel expenses.

183. (B) → Jessica says that she received the receipt from Hal on the first day of the pay period. We can see from Hal's pay stub that the pay period ran from Jan 22<sup>nd</sup> – Feb 4<sup>th</sup>. This means that Jessica received his receipts on Feb. 4<sup>th</sup>.

184. (A) → After [1], Jessica says 'it should be there now.' Therefore, [1] is the best place.
185. (A) → Jessica asks Hal to check that the payment for \$1000 is in his account, so he will probably check after reading the email.
186. (D) → Ace Real Estate sent a notice to the law firm to notify them that payment had not been received.
187. (D) → Dale states that the last payment received was on May 1<sup>st</sup>.
188. (B) → If you *cut a check*, you *write* a check.
189. (D) → Sal says that he has checked records that Jennifer left behind. This implies that Jennifer no longer works at Donaldson and Levy, but used to.
190. (D) → Sal says "Just let me know..." This is an indication that he will wait for further instruction from Jane before doing anything else.
191. (B) → The company is announcing a volunteer event and wants employees to help out.
192. (C) → The notice states that it will take place on December 12<sup>th</sup>.
193. (C) → Eddy and Sam agree to volunteer on the 5<sup>th</sup>. The person to contact about the volunteer event on the 5<sup>th</sup> is Diane.
194. (B) → They agree to volunteer on the 5<sup>th</sup>.
195. (A) → A *drive*, in the context of a holding an event for charity is a *campaign*.
196. (A) → Julia says that she has noticed that the company uses the services of her store a lot and she offers a way to save money.
197. (A) → Julia says "I was chatting with your colleague Max." This means that Max works with Karen at Mucho Media.
198. (C) → A corporate discount saves 15% on copies. It also gives a 25% discount on laminations. In the invoice, we can see that Mucho Media paid \$40 for laminations. 25% of \$40 is \$10.
199. (B) → Julia says that she has seen Max coming in to the store a lot with a lot of papers. She obviously thinks he works hard.
200. (B) → The invoice shows us that they spent \$35: \$15 on B&W and \$20 on color copies.