

2019 TOEIC

Maximize your New TOEIC Score with

5 Full
Simulation Tests

Scripts & Answer Key

1 Full Simulation Test

Part 1 Picture Descriptions

1. (A) (AuE/W)

- (A) The customer's getting her prescription filled.
- (B) The doctor's measuring the patient's blood pressure.
- (C) The shelves are stacked with produce.
- (D) The doctor's treating the patient.

2. (A) (BrE/M)

- (A) The airliner is taxiing along the tarmac.
- (B) The aircraft are being refilled.
- (C) The airplanes are grounded.
- (D) The runway is under maintenance.

3. (C) (AmE/W)

- (A) He's touring on a motorcycle.
- (B) He's walking into a motorbike shop.
- (C) He's working in a repair shop.
- (D) He's getting a tool from the shelf.

4. (B) (CanE/M)

- (A) The vehicle is pulling into a garage.
- (B) Commuters are boarding the public transport.
- (C) People are getting bored of the training.
- (D) The train car is being serviced.

5. (D) (AuE/W)

- (A) He's filing a report.
- (B) He's organizing the office.
- (C) He's leaning against the desk.
- (D) He's sorting documents.

6. (A) (BrE/M)

- (A) He's using a scale.
- (B) He's preparing a dish.
- (C) He's fishing from a yacht.
- (D) He's haggling with a fishmonger.

Part 2 Question – Response

7. (B) (AmE/W) (BrE/M)

- Pop-up ads on web pages are simply annoying!
- (A) Yes, I've had enough with the noise.
 - (B) Can't agree with you more.
 - (C) You can dry up the pages with a heater.

8. (C) (AuE/W) (CanE/M)

- Have you got the green light to start the project?
- (A) I'm sorry. The green lights are out of stock.
 - (B) No worries. I always follow traffic regulations.
 - (C) Not until the director goes over all the details.

9. (B) (BrE/M) (AuE/W)

- What was Mr. Pak's idea for increasing our sales?
- (A) No, it's not for sale.
 - (B) He plans to diversify our advertisements.
 - (C) Sales representatives are to blame.

10. (A) (AuE/W) (AmE/W)

- Why'd they end the contract talks?
- (A) They didn't like the offer.
 - (B) They share common topics.
 - (C) Because metal contracts when it cools.

11. (C) (CanE/M) (AmE/W)

- I hope these statistics are correct.
- (A) They've been collected.
 - (B) The sticks are erected.
 - (C) No worries. I checked twice.

12. (A) (AmE/W) (BrE/M)

- Who has been appointed to chair the hiring committee?
- (A) It hasn't been announced yet.
 - (B) I don't think he has.
 - (C) I'm disappointed with the chair quality.

13. (A) (AmE/W) (AuE/W)

- Why not make some cuts to air travel budget?
- (A) I'll give it a try despite the hardship.
 - (B) It feels really warm in winter.
 - (C) I like my current hairstyle.

14. (B) (BrE/M) (AmE/W)

- Is the bank relocating?
- (A) It's not easy to find.
 - (B) No, you've heard anything?
 - (C) There're only two local branches.

15. (B) (AuE/W) (BrE/M)

- Where to find a locksmith near here?
- (A) Sorry, I left it on my desk.
 - (B) Try Google Map.
 - (C) Smith won't be back till this Friday.

16. (C) (AmE/W) (AuE/W)

- Why is all the office furniture covered?
- (A) There's still some left over there.
 - (B) We got a new budget for renovation.
 - (C) The office walls need to be painted.

17. (B) (BrE/M) (CanE/M)

- What does a round-trip flight to Hawaii cost?
- (A) The flight is delayed.
 - (B) I'll have to look that up.
 - (C) The prices don't matter at all.

18. (B) (AuE/W) (BrE/M)

Who's speaking at the product launch tomorrow?

- (A) The reactions were positive.
- (B) Evan has volunteered.
- (C) I've reserved a table for three.

19. (A) (BrE/M) (AmE/W)

Why'd you leave the lights on in the conference room?

- (A) The cleaning lady asked me to.
- (B) It's against eco-friendliness.
- (C) We did it for the greater good.

20. (A) (CanE/M) (AuE/W)

Joan's promotion simply took me by surprise.

- (A) Why? She's not qualified?
- (B) John shouldn't be promoted.
- (C) Have we got enough office supplies?

21. (C) (BrE/M) (AmE/W)

Is this the bus heading for the city hall?

- (A) Every 15 minutes.
- (B) The bus is always on time.
- (C) Sorry, I'm new in town.

22. (C) (AuE/W) (BrE/M)

How can I reach Mr. Bloomberg?

- (A) I'll need your cellphone number.
- (B) He is willing to share his wealth.
- (C) Leave your number, and he'll call you back.

23. (A) (AmE/W) (CanE/M)

Hasn't anyone taken your order yet?

- (A) No, I've been waiting.
- (B) We'll order two set meals.
- (C) Yes, it smells really bad.

24. (B) (AmE/W) (AuE/W)

You should probably take the train to avoid traffic.

- (A) I didn't bring anything on the train.
- (B) That's what I'm planning to do.
- (C) The training aims to avoid car accidents.

25. (C) (BrE/M) (AmE/W)

Who attended the management seminar?

- (A) If you can manage.
- (B) Most of us are going.
- (C) I didn't make it.

26. (A) (AmE/W) (BrE/M)

I think you need qualifications to operate this forklift.

- (A) I'll check with the supervisor.
- (B) How's the quality of the forks?
- (C) That doesn't make any sense.

27. (A) (AuE/W) (BrE/M)

The clients seem very interested in our new services.

- (A) They placed an order before leaving.
- (B) Yes, they're very easy-going people.
- (C) Their services are satisfactory.

28. (A) (AuE/W) (AmE/W)

Should I invite everyone to the inspection or only a few key people?

- (A) One from each section should be sufficient.
- (B) We have plenty at the moment.
- (C) No, you should be responsible for it.

29. (B) (BrE/M) (AuE/W)

Who's ready for another slice of pizza?

- (A) Yes, I'm well-prepared.
- (B) I couldn't take another bite.
- (C) Mr. Wilson will take the blame.

30. (B) (AuE/W) (BrE/M)

Have you updated your operating system?

- (A) There're some improvements.
- (B) I don't remember.
- (C) They're free.

31. (C) (BrE/M) (AmE/W)

How about conducting a survey before we finalize the designs?

- (A) That would be a hard decision to make.
- (B) No, we should have it redesigned.
- (C) Let's check how much that'll cost first.

Part 3 Conversations

[32-34] (BrE/M) (AuE/W)

- M: Will you please arrange for lunch to be delivered to the office during the regional manager's visit?
- W: Not again. It always falls on me to handle trivial tasks like this. Why don't you just go to a restaurant?
- M: I need to show him our impressive sales data, and that is impossible to do at a restaurant.
- W: All right then. I'll call the restaurant and ask the meal to be delivered to the conference room by one o'clock.

32. (D)

33. (C)

34. (B)

[35–37] (AmE/W) (BrE/M)

- W: I'm referring you to Dr. Hyman at the state university medical center for another test.
- M: Another? What for?
- W: Don't worry. Dr. Hyman is a specialist in the field of cardiology, who has more experience than I do with the latest diagnostic equipment.
- M: Phew! I thought things were getting complicated. So, anything I should know or do before seeing Dr. Hyman?
- W: Yes, you should make your appointment soon. I would recommend making one by the end of this month at the latest. Also, I'm going to need your signature on these documents so that I can transfer your medical records by this Friday.

35. (B) 36. (B) 37. (A)

[38–40] (CanE/M) (AuE/W)

- M: The car comes with a one-year, thirty-thousand-mile warranty, but you might want to consider purchasing a two-year, sixty-thousand-mile extended warranty. Both guarantee full protection as long as the car is serviced by an approved mechanic.
- W: What if I choose to use my own mechanic?
- M: Well, the terms of the warranty require you to take your car to a mechanic from our approved list to be covered.
- W: Then I'll take a basic warranty and use an approved mechanic for now, but when the warranty expires, I think I will go to the garage near my house for maintenance and repair.

38. (C) 39. (B) 40. (A)

[41–43] (BrE/M) (AuE/W)

- M: Hey, Martha, how are you doing with your new venture?
- W: Hi, Steve. Everything's going as expected, but to be honest, it's tougher than I thought. Being self-employed is not easy. I have to record all my expenses, as well as do my own sales and marketing.
- M: Starting one's own business is never easy, but I suppose with careful planning and rigorous execution, the results are very rewarding.
- W: Agreed. Actually, I cannot complain at all because now I can work from home, or even from a coffee shop. And I can set my own hours. In fact, I was on a conference call last week while I was wearing my bathrobe.

41. (B) 42. (C) 43. (B)

[44–46] (BrE/M) (AmE/W)

- M: Believe it or not, we are getting a new manager from LeadTech. His name is Mr. Grover. Didn't you use to work there?
- W: Yes, I know him very well, but he wasn't my direct supervisor.
- M: Well, I've heard a lot about him running the sales department, which generated a 10% growth under tough economic times last year. That's very impressive!
- W: No doubt. He's a born leader who knows how to inspire and motivate his staff. That totally explains why they managed to excel and retain an edge over their competitors.

44. (B) 45. (D) 46. (C)

[47–49] (CanE/M) (AuE/W)

- M: I'll fax a copy of the contract to you right away.
- W: Our fax machine's been kind of spotty lately. Would it be possible to send it as an e-mail attachment? I'll print it out, sign it, scan it, and then mail it back.
- M: That would work, except that we need it by noon tomorrow. Will it get here in time if you send it back to us via snail mail?
- W: It will if I send it via overnight delivery. They guarantee a next-day noon arrival.

47. (A) 48. (B) 49. (D)

[50–52] (BrE/M) (AmE/W)

- M: Mr. Mundine phoned this morning. He said the owners of the office space on Greenpoint Avenue are willing to come down to \$2,000 a month.
- W: That's still too high. Besides, I'd prefer not to move downtown. Did Mr. Mundine say anything about the suites in the Liberty Building on Milton Street?
- M: He said he's still waiting to hear back from the Liberty Building's owner. Oh, he also asked if we'd be interested in a 1,500-square-foot office space in Brownsville.
- W: Hmm. Brownsville's nice, but that's too small of a space. The way we're growing, we need 2,000 square feet minimum.

50. (C) 51. (A) 52. (A)

[53–55] (AuE/W) (BrE/M)

W: So, have you had a chance to review the bids for the renovation project? What do you think?

M: Well, the Carlton Brothers' bid was the cheapest, but I'm not sold on the quality of their work. I think they have cut too many corners to bring the price down. The bid from Stuller & Sons is 15 percent higher, but I think it's worth the extra cost. What do you think?

W: The Carlton Brothers did a project for my friend's company, and she thought they did a great job. I don't know much about Stuller & Sons, but I like some of the suggestions in their bid, like using track lighting instead of canned lighting. So I think you're probably right.

M: Let's recommend Stuller & Sons to the board of directors tomorrow then. Of course, they still will need to vote on it, but they usually follow the staff recommendation.

53. (B) 54. (A) 55. (C)

[56–58] (BrE/M) (AmE/W)

M: Ms. Karim, thank you for coming today. I'm the manager of the advertising department. Your résumé shows you have been successful in sales, but you applied here with us for a position that's different from your previous work.

W: Yes, I worked in sales for five years. Although I set some very high records with the team and felt a sense of achievement, I always wanted to do something more creative.

M: I totally understand what you mean because I was in a similar situation when I decided to join the company. Could you tell me what makes you qualified for this job?

W: Well, I believe my knowledge in marketing research and communication meets the requirements and also gives me an edge at work.

56. (A) 57. (C) ★New 58. (D)

[59–61] (AuE/W) (CanE/M)

W: Hi. This is Margaret Chase. I'm planning a publicity campaign for the Charlestown Film Festival and looking for a printer to supply large quantities of posters. I'll need them by the end of this week. Do you handle this kinda work?

M: We do. We can do as many as 10,000 by Friday.

W: Great. We probably need just half that number. I can't be sure till I know our exact budget.

M: All right. Thank you for calling us for the job. Please check out our price list on our website. We offer big discounts for bulk orders.

59. (C) 60. (C) 61. (B)

★New [62–64] (AmE/W) (CanE/M) (AuE/W)

W1: Chris, this Friday is our manager Lauren's last day in our department. We're throwing a farewell party for her. Would you like to join us?

M: Count me in! Have you guys decided on a location for the event?

W2: Well, at first we wanted to rent out a restaurant for a few hours, but we decided to throw a bit of a surprise party for her right in our office.

W1: Also, we're asking those who have been invited to contribute to a gift for our guest of honor.

M: Sure, how much are the others putting in?

W2: About 30 dollars. But to be honest with you, we're only 40 dollars short for getting her a nice watch. So,...

M: Not a problem. Lauren helped me a lot with transitioning when I first arrived. Here's 40 bucks.

62. (B) 63. (B) 64. (D)

★New [65–67] (AmE/W) (CanE/M) (BrE/M)

W: Marvin, have you booked us an airport taxi service? I don't want anything to spoil the fun of our vacation.

M1: No worries, I took care of it. A minivan will arrive at around 10 this Friday morning.

W: 10? But our flight departs at 11. Right, honey?

M2: Exactly, an hour is barely enough time for the traffic, not to mention checking in and going through the security screening.

W: No, it isn't. Marvin, you gotta call the service and reschedule ASAP.

M1: Got it. So I'll tell them to come at 9?

M2: Make it 8 so that your mom has time to pick up a few duty-free items at the airport.

65. (D) 66. (A) 67. (C)

★ **New** [68–70] (BrE/M) (AuE/W)

- M: Good evening. Thank you for calling Turtle Bay Resort. This is Jason speaking. How may I help you?
- W: Hi, this is Elaine Thomas. I'm making a reservation for a family of 4. What kind of rooms do you have available?
- M: Okay, ma'am. May I ask about the exact date of your arrival?
- W: September 24th for one night.
- M: Thank you, ma'am. We have two family suites available for that particular night. One has two double beds, and the other with one double bed plus two single beds.
- W: Are they the same price?
- M: No, the latter costs slightly more but has a much better view of the ocean.
- W: Then, it's an easy choice to make because nobody can resist an amazing ocean view.

68. (C) 69. (D) ★ **New** 70. (D)

Part 4 **Talks**

[71–73] (AuE/W)

The motto for our new training and development program will be "QVS". It stands for Quality, Value and Service. I want this motto to guide our training program every step of the way. Whatever specific skill we're learning, or whatever project we're working on, I want you to always ask yourselves, "How will this result in higher-quality products, better value for our customers, and a speedier delivery?". I want the letters "QVS" to be imprinted on your brain. The program will provide four special training classes this year. The first is called "Leadership Style", and it's for everyone. The second is called "Leading in a 'QVS' World", and it's for those of you who head up our manufacturing plants. The third is "Passport", and it's for young workers whose management has been identified as having high potential. And the fourth is "Leading the Way", for our executives and senior leaders. These classes are designed to help fulfill the objectives for this year's program, which are to focus on our revenue growth, expand our global presence, drive our QVS management system, and build organizational capability.

71. (C) 72. (B) 73. (C)

[74–76] (AmE/W)

Hello, you've reached the Museum of Science, Boston. Our hours are 9 a.m. to 6 p.m. Monday through Friday, and 8 a.m. to 9 p.m. on weekends. The museum features an IMAX movie theater and an observatory that boasts spectacular 360-degree views of Boston. Admission for IMAX movies is \$8 for adults, and \$5 for children aged 12 and under. For IMAX movies show times, press 1. For observatory information, press 2. To purchase the museum's annual pass, which gives you a great discount compared to regular admission plus free IMAX tickets, press 3. For all other inquiries, press 4. If you need directions to the museum, more detailed information about current exhibitions or a virtual tour of the premises, please visit our website: www.mos.org. Thank you for calling, and we hope to see you soon.

74. (A) 75. (D) 76. (C)

[77–79] (BrE/M)

We are proud to announce that the company will be opening its very own cafeteria for employees next month and all the meals served there will be free of charge! Now you can come to work empty-handed and leave with a full stomach. The cafeteria will feature different kinds of cuisine, ranging from vegetarian dishes to sushi to ethnic foods from around the world. We will promote the use of fresh, organic and local produce and ingredients, which are beneficial to both our bodies and the environment. Every Monday morning, the chef will post the menu for the week on the bulletin board at the entrance of the cafeteria. We believe that great food is fuel for innovation and productivity. And most importantly, we believe you are worth it.

77. (B) ★ **New** 78. (C) 79. (A)

[80–82] (CanE/M)

Hi, Steve. This is Craig. I wanna thank you for lending me your drone to get aerial footage for my documentary. It went really well, and I captured some really fascinating video clips. You know, the views from up above were just mind-blowing. I will finish the editing pretty soon, and then I will send you a copy. So, I'm gonna stay with the crew for a couple more days. Though I'm done with the shooting, I will carry the drone with me, just in case.

No worries, I'll make sure it's in good hands. Just wanted to tell you that everything's great. Call me if you wanna talk. Thanks again, bud.

80. (D) ★ **New** 81. (D) 82. (B)

[83–85] (AuE/W)

Welcome to the new light-rail station. To purchase tickets, use the automated ticket machines located just inside the main doorway, or go to one of the booths on the right side of the main hall. There are route maps and information about the light-rail system at the kiosks located on both the main and lower floors. Wheelchair-accessible ramps are available right next to the stairs, with an elevator along the rear wall. Trams arrive and depart every 15 minutes. If you need any assistance, look for one of the workers wearing a pink vest. They'll be happy to help you. You can also learn more about the new city light-rail system online at www.cityrail.com. Thank you for choosing Metro light rail. We hope you have an enjoyable light-rail experience.

83. (A) 84. (D) 85. (C)

[86–88] (AuE/W)

If you're looking for a portable scanner to digitalize all of your personal and business documents without taking up a lot of desk space, the ScanSnap S1300i is your best choice. It offers the best combination of speed and accuracy for creating searchable PDF files. It's also small enough to take with you while traveling and can be powered through your laptop's USB port. Simply put your documents in the paper feeder, press the button, and have them transferred electronically to your desired storage device in seconds. Order now and get a stylish carrying case for free.

86. (D) 87. (D) 88. (D)

[89–91] (CanE/M)

Hello, Mr. Albertson. This is Laurence Wilco calling from Systel Mobile Services. I'd like to inform you of some irregularities on your phone usage this past month. As you may be aware, your phone bill has remained at constant average of \$ 50.00 every month. Recently, however, your records show that you've been making numerous international calls to different countries and as of now your balance stands at \$250 for this month. As a member of our customer protection plan, you will not be responsible for the charges should these calls be

a result of phone theft or similar case. In addition, please be advised that you must notify us before May 1st to report any fraudulent charges. Please call us back at 332-4958 and let us know whether there have been any mistakes. Thank you.

89. (A) 90. (C) 91. (B)

[92–94] (AmE/W)

Tonight we honor Kimberly K. Roberts, who has generously donated a \$3 million gift to Peterson's Children's Hospital to establish a new cancer research center. We thank Ms. Roberts for her generous gift to our hospital. In a time of declining government funding for programs that benefit the disadvantaged, NPOs such as our hospital must work harder than ever to encourage philanthropy and gather as much support as possible. I'm very proud to say that we have taken another step forward in achieving that goal. We thank Ms. Roberts again, and we hope her spirit and affection will spread to each and every one of us.

92. (A) 93. (B) 94. (C)

★ **New** [95–97] (BrE/M)

Morning, fellas. Hope you all have been having great fun at our spring picnic. It's truly heart-warming to see so many of our employees enjoying great food, nice weather and best of all, quality time together with their loved ones. We have made it a tradition for years to ask our new recruits to put on a performance as a way of providing an entertaining and jovial atmosphere. Now take a look at that schedule, they are next on stage. But, I was just informed that they're having some technical problems right now. So, Matt Lewis, the best singer in our department, will treat the audience to one of his vocal classics. Ladies and gentlemen, I give you Matt!

95. (C) 96. (A) ★ **New** 97. (C)

★ **New** [98–100] (AmE/W)

Attention please, due to the heavy downpour and subsequent leak in the central plumbing system, there's been severe flooding in terminal B. As a result, boarding gates 42 through 50 are temporarily closed. Passengers affected by this incident, please head to terminal C for boarding. Also, the reassignment of gates has led to slight delays for all flights departing from terminal C.

For updated boarding info, please refer to any of the flight information display screens across all terminals. Thank you for your patience and understanding.

98. (D) 99. (D) ★ **New** 100. (C)

Part 5 Sentence Completion

- | | | |
|----------|----------|----------|
| 101. (A) | 102. (B) | 103. (B) |
| 104. (C) | 105. (A) | 106. (D) |
| 107. (C) | 108. (C) | 109. (B) |
| 110. (B) | 111. (A) | 112. (A) |
| 113. (D) | 114. (D) | 115. (B) |
| 116. (B) | 117. (A) | 118. (D) |
| 119. (C) | 120. (C) | 121. (D) |
| 122. (A) | 123. (B) | 124. (A) |
| 125. (D) | 126. (C) | 127. (A) |
| 128. (D) | 129. (B) | 130. (D) |

Part 6 Text Completion

- [131–134]
131. (B) 132. (A) 133. (C)
★ **New** 134. (D)
- [135–138]
135. (D) 136. (C) 137. (A)
★ **New** 138. (C)
- [139–142]
139. (C) 140. (A) 141. (B)
★ **New** 142. (C)
- [143–146]
143. (A) 144. (B) ★ **New** 145. (B)
146. (D)

Part 7 Reading Comprehension

- ★ **New** [147–148]
147. (B) ★ **New** 148. (D)
- [149–151]
149. (C) 150. (B) 151. (C)
- [152–155]
152. (C) 153. (C) 154. (B)
155. (D)
- [156–158]
156. (D) 157. (B) 158. (A)
- ★ **New** [159–160]
★ **New** 159. (B) 160. (A)
- [161–163]
161. (C) 162. (D) 163. (D)
- [164–166]
164. (D) 165. (A) 166. (C)
- [167–169]
167. (B) 168. (D) 169. (C)
- [170–172]
170. (A) 171. (B) 172. (C)
- [173–176]
173. (D) 174. (C) 175. (C)
★ **New** 176. (A)
- [177–180]
177. (C) 178. (B) 179. (C)
180. (D)
- [181–185]
181. (C) 182. (C) 183. (D)
184. (B) 185. (C)
- ★ **New** [186–190]
186. (B) 187. (B) 188. (C)
189. (D) 190. (C)
- ★ **New** [191–195]
191. (A) 192. (B) 193. (A)
194. (D) 195. (D)
- ★ **New** [196–200]
196. (B) 197. (B) 198. (B)
199. (B) ★ **New** 200. (C)

2 Full Simulation Test

Part 1 Picture Descriptions

1. (A) (AuE/W)
- (A) The man's installing tiles.
 - (B) The man's using a tool.
 - (C) The man's fixing an appliance.
 - (D) The man's crawling on the floor.
2. (A) (CanE/M)
- (A) The vehicle is loaded with goods.
 - (B) There is much room left in the warehouse.
 - (C) The man is lifting weights.
 - (D) The machinery is having some malfunction.
3. (C) (AuE/W)
- (A) A mechanic is operating the robot.
 - (B) The box is moving on the conveyor belt.
 - (C) The robotic arm is packing the goods.
 - (D) The workstation is under maintenance.
4. (B) (AmE/W)
- (A) The construction workers are clinging to the exterior wall.
 - (B) Scaffolding has been erected outside the building.
 - (C) The construction workers are wearing heavy-duty vests.
 - (D) The concrete blocks are being lifted in the air.
5. (C) (BrE/M)
- (A) The staff are preparing for the upcoming match.
 - (B) A huge audience has filled the soccer field.
 - (C) Spectators are attending a sporting event.
 - (D) The players are congratulating each other.
6. (C) (AmE/W)
- (A) The statue faces the windows.
 - (B) There is a piece of furniture in the room.
 - (C) An instrument is placed next to the wall.
 - (D) A rug is laid under the couch.

Part 2 Question – Response

7. (A) (BrE/M) (AmE/W)
- Haven't you resolved that problem yet?
- (A) We're still working on it.
 - (B) You should put your words into practice.
 - (C) Yes, it's very challenging.

8. (B) (AuE/W) (CanE/M)
- Was the client satisfied with the delivery service?
- (A) I guaranteed he'd be satisfied.
 - (B) Definitely.
 - (C) Customers can be hard to please.
9. (C) (AmE/W) (BrE/M)
- When does the warranty expire?
- (A) We'll make sure it doesn't.
 - (B) I think Warren's a very inspiring figure.
 - (C) Three years from the date of purchase.
10. (A) (CanE/M) (AmE/W)
- There're consequences of not registering the product.
- (A) For example?
 - (B) Why should I?
 - (C) We gotta take precautions.
11. (A) (BrE/M) (AuE/W)
- Don't you think the conference room's a bit overcrowded?
- (A) Yeah, just like a can of sardine.
 - (B) The room's well-equipped.
 - (C) There's room for improvement.
12. (A) (AuE/W) (AmE/W)
- Tim's parents expect highly of him.
- (A) I believe that put him under pressure.
 - (B) His performance exceeds all our expectations.
 - (C) He has been working for his parents for years.
13. (A) (BrE/M) (AuE/W)
- Shut down your computer while you're away.
- (A) Thank you for the reminder.
 - (B) I always work on my own.
 - (C) I've found a way to defeat our competitors.
14. (C) (AmE/W) (BrE/M)
- I always walk my dog for an hour after dinner.
- (A) You shouldn't work so much.
 - (B) Dogs are truly man's best friend.
 - (C) Is that how you manage to stay fit?
15. (C) (AuE/W) (BrE/M)
- I'm afraid my hard drive's dead.
- (A) It's very expensive.
 - (B) You should get a new laptop.
 - (C) Hope you've backed up the files.
16. (A) (AmE/W) (BrE/M)
- Have you ever worked in assembly before?
- (A) I worked in layout and design.
 - (B) There's an assembly outside the office.
 - (C) I might quit my current job.

17. (C) (BrE/M) (AuE/W)

What recent accomplishments are you most proud of?

- (A) I believe modesty is vital.
- (B) I've visited Japan lately.
- (C) Employee of the month in May.

18. (B) (CanE/M) (AuE/W)

Do I have to complete this application now?

- (A) We're competing for market share.
- (B) You can fill it out at home if you like.
- (C) Yes, you must compete with other applicants.

19. (B) (AuE/W) (AmE/W)

Don't you think this will generate unnecessary paperwork?

- (A) But I think it's worth the effort.
- (B) On the contrary, workload would be reduced.
- (C) I already shut down the generator.

20. (C) (AmE/W) (BrE/M)

I can't seem to make ends meet with my hourly wage.

- (A) Try chicken. It's much healthier than beef.
- (B) You've been working hard.
- (C) I think it's time you asked for a raise.

21. (C) (BrE/M) (AuE/W)

I'm looking forward to the awards ceremony tonight.

- (A) The event was held at six p.m. last night.
- (B) Yeah, I've always wanted to have a word with you.
- (C) Hope the prizes go to those who are worthy of the honor.

22. (A) (AmE/W) (AuE/W)

I'll go wait in the checkout line.

- (A) I'll meet you there in a minute.
- (B) I'll talk to you later when I'm done.
- (C) There're a lot of people waiting in line.

23. (B) (AuE/W) (AmE/W)

Has the committee selected a site for our conference next year?

- (A) Yes, the committee members have been elected.
- (B) Well, it's difficult to find a venue that accommodates a group of our size.
- (C) The conference will address the topic of community reconstruction.

24. (A) (AmE/W) (BrE/M)

Whenever I try to access this program, the monitor goes black.

- (A) You should run some diagnoses to locate the problem.
- (B) I have done the best I can to assist you.
- (C) Our new technician is very skilled and helpful.

25. (A) (BrE/M) (CanE/M)

What is the function of this icon?

- (A) Maybe you should ask Sharon.
- (B) It's a multi-functional printer.
- (C) Sometimes it doesn't work.

26. (A) (AmE/W) (BrE/M)

Do you know of a wholesale source for tableware?

- (A) Some. But they only take bulk orders.
- (B) All the sauce is placed on the table.
- (C) Wholesalers offer better bargains.

27. (A) (CanE/M) (AuE/W)

How come there're so many mistakes in yesterday's orders?

- (A) We had two temps working here.
- (B) Because we've improved our system.
- (C) Some accidents could have been avoided.

28. (B) (BrE/M) (AmE/W)

Do you have any outstanding debts?

- (A) I think he's in serious debt.
- (B) I still owe money on my car.
- (C) I've had some excellent works completed.

29. (A) (AuE/W) (BrE/M)

I have an appointment with a client at two p.m.

- (A) Then you'd better get some nap after lunch.
- (B) I believe he'll be satisfied with your service.
- (C) I shall be back at the office before five.

30. (A) (CanE/M) (AmE/W)

Who can give me advice about my portfolio?

- (A) My stockbroker can help you with your investments.
- (B) It's a very nice portfolio.
- (C) I think you made a wise choice.

31. (C) (BrE/M) (AuE/W)

Do your staff meet periodically?

- (A) They read several newspapers and magazines.
- (B) I haven't seen him for quite a long while.
- (C) We have a meeting on a regular basis.

Part 3 Conversations

[32-34] (AmE/W) (BrE/M)

W: Thank you for calling Dean & DeLuca. How may I help you?

M: Yes, I'm with the Westwood Corp. We're having a company gathering next Friday, and I need to arrange all the food and drinks.

W: OK. How many people do you expect to entertain? And will it be an indoor or outdoor event?

M: Approximately 150 employees are attending. And we'll hold it outdoors if weather permits, or we'll have it in one of our large conference rooms if the weather does not cooperate.

32. (C) 33. (D) 34. (B)

[35–37] (AuE/W) (BrE/M)

W: Hello, Max Accounting? Could I speak to Sharon Dodson please?

M: Ms. Dodson has called in sick today. Can I put you through to her voice mail?

W: No, thanks. I'll try back later. I just have a couple of quick questions about deductions for my tax return.

M: If that's the case, maybe another accountant could help you. Mike Powers is one of our experts on tax issues. And, he's in. Hold on a second; I'll transfer you to him.

35. (C) 36. (B) 37. (C)

[38–40] (AuE/W) (CanE/M)

W: Would you like collision insurance on your rental car? It's optional though we do recommend it.

M: I doubt that we'll have an accident, but I'd feel less nervous with the insurance.

W: No one ever intends to have an accident, of course, but most customers opt for the insurance when renting from us. Let me just check the price...OK, the cost of insurance for this car is just thirty dollars.

M: Fine. Here's my credit card. You can charge everything onto that.

38. (C) 39. (B) ★New 40. (C)

[41–43] (AmE/W) (BrE/M)

W: Hello, this is MoTex Office Electronics. You've reached customer service. How may I help you today?

M: Hi. Eh... I bought a secondhand Royal PT 6 laser printer on eBay about two weeks ago. The seller told me he lost the manual a long time ago. Now I'm struggling to figure out some of the functions.

W: Unfortunately, the PT series has been discontinued.

M: Bad news. So how am I going to fix this?

W: No worries. PT's successor model has a pretty similar design, so the instructions should pretty much follow the same principles.

M: Wow, problem solved. So, could you send me a copy of the manual? My address is...

W: Actually, you can download the manual directly from our official website. Just google Royal PX series star manual. The search results should show you the link.

41. (C) 42. (C) 43. (C)

[44–46] (AuE/W) (CanE/M)

W: We need to refinance our mortgage. I heard an ad on the radio on my way to work this morning. It said that the interest rate is only 5 percent now.

M: Hmm... What's our mortgage payment now, about \$500 a month?

W: Yes. And it doesn't make much sense to put so much into it. We could lower the payment and reallocate the savings for other uses, such as investing or education funds.

M: I totally get your point. We sure could use an extra few hundred bucks each month. Guess we should first meet up with Mr. Patterson and see what he can do to help us with rearrangement.

44. (C) 45. (A) ★New 46. (C)

[47–49] (BrE/M) (AuE/W)

M: Hi, my name's John Lewis. I'm visiting family here during my summer break. I'm hoping to earn some money to pay for college expenses. Does your restaurant happen to have any temporary job openings?

W: Well, actually, I think we could use some extra hands in the kitchen. At this time of the year, tourists flock in from across the country. Do you have any experience in the restaurant industry?

M: Um, I worked part-time last summer in a French restaurant in New York, so you don't have to train me in the basics.

W: Great! That'd save us a lot of trouble. Wait here for a second. I'll go see if the chef is available to talk with you.

47. (B) ★New 48. (C) 49. (B)

★New [50–52] (CanE/M) (BrE/M) (AmE/W)

M1: Why is traffic so heavy today?

M2: People are probably heading toward the park for the concert. The band that is performing does play pretty good music.

- W: Yes, they do. For the last three years, I have never missed any of their concerts. I have always arranged my schedule so that I can attend their concerts whenever they are in town.
- M1: How long ago did the band start playing at our park?
- W: I think they started this tradition five years ago before you moved into our neighborhood. Every year now they always arrive the first week of June and play for the whole week.
- M2: You will enjoy this evening, John. There will be good country music, a lot of stomping around, and definitely a lot of hollering.
- M1: It sounds like fun.
- W: My favorite music is rock and roll; however, I have to say that country music melodies can be quite enticing. I can listen to them all day long.

50. (B) ★ **New** → **51. (B)** **52. (C)**

[53–55] (BrE/M) (AuE/W)

- M: Good morning. This is Callaway Contracting, pleased to assist you with all your home needs. How may I help you?
- W: Hi. My name's Maria Williams. One of your workers came to my house yesterday and gave me an estimate for remodeling my basement. I've found the bid rather acceptable and would like to have the work done, but I heard there is some paperwork needed before we proceed.
- M: Let's see. Williams...oh, here it is. Well, you need to get a permit from the city planning office for the construction work, and from Electric Power Company for the electrical wiring. Then you can call us back to schedule it for some time next month.
- W: OK, but I thought you'd be able to start next week. At least, that's what your worker told me.

53. (B) **54. (D)** **55. (C)**

[56–58] (AmE/W) (CanE/M)

- W: Hi, I'm looking for an apartment in East Village. I just got reassigned to New York early this month.
- M: I'm afraid there aren't many properties available at that location because it's the mid-semester. Apartments are packed with college students.
- W: But my office is right in the area. I would have to spend extra time and money commuting if I lived elsewhere.
- M: I see. What kind of apartment do you have in mind?

- W: It's just for me, so one bedroom's quite enough.
- M: Let me see. Well, it seems there are a few rooms that just might suit you. Look at this studio. It has a nice location and has a well-equipped kitchen and bathroom.
- W: Wow! The rent is \$2,000 a month! That is totally out of my league.
- M: Then how about this one? Think it's the kind of place you will probably like. Let me grab the keys and let's go check it out.

56. (D) **57. (C)** ★ **New** → **58. (D)**

[59–61] (AuE/W) (CanE/M)

- W: Look at the price of this. 4.99 a loaf? I can't believe this! Last month it was only 2.99! The prices are crazy!
- M: I know. Commodity prices have been going up these days. Some have doubled or even tripled.
- W: It's not just food, either. My electricity bill is soaring, and I read this morning the government's planning to raise the garbage collection fee by 10 percent next year. I don't know how I'm gonna deal with this.
- M: Me neither. My salary can't keep up with this inflation. Our family's had to cut back on lots of things. We just decided to end our cable TV contract, and we're going down to one car soon.

59. (B) **60. (D)** ★ **New** → **61. (B)**

[62–64] (AmE/W) (BrE/M)

- W: Hey Jacob, have you heard the news about Jonathan Cole? He's going to go over to the Liberty. They're giving him his own column.
- M: Really? Well, good for him, but I feel sorry we're losing him. He's a great reporter, and I'll miss his stupid jokes around the newsroom. How long has he been with us, about 20 years?
- W: Only about 10 I think, but it does seem longer with his presence and contribution. He's kind of an institution at this paper. Word is that he asked the publisher for a column last year, but he was turned down.
- M: What a shame. If anyone deserves his own column, it's Johnathan Cole. He's paid his dues, covering city politics all these years. I wonder who'll cover that beat now. Have you heard, Grace?

62. (C) ★ **New** → **63. (A)** **64. (C)**

★ **New** [65–67] (BrE/M) (AuE/W)

M: Hi, I've got packages here for Mr. McGuire.
W: Sure, his office is down the hall on the right – next to the water dispenser. Wait... it just occurred to me he called in sick this morning, so maybe you can leave them here. How many items are there?
M: Two. Both are for him.
W: OK. Maybe just leave them at his office door.
M: But these are expensive items. Is there a safer location?
W: In that case, please put them in the storeroom. You'll see it right across from his office.
M: Yes, ma'am. And would you mind signing here for me?
W: No problem.

65. (B) ★ **New** **66. (B)** **67. (B)**

★ **New** [68–70] (AmE/W) (CanE/M)

W: Hey Thomas. Nice to see you here. Wow, you surely are in a mood for shopping, huh? Look at your cart!
M: Yeah. I gotta use these discount coupons I got during their last Christmas sales. They're only valid till the end of this month.
W: Cool, I came here for the sale on men's wear. Gotta get a jacket and two pairs of pants for my husband.
M: Then take some of my coupons. It says each coupon applies to any item. I got six items, so... there're... three left. Here you go.

68. (C) ★ **New** **69. (D)** **70. (B)**

Part 4 Talks

[71–73] (AmE/W)

This is Junel Miah with the 6 p.m. rush hour traffic report. Well, if you're on the roads listening to this, you already know that traffic is pretty much a mess everywhere. On Interstate 5, it is at a crawl from downtown to the county line. Vehicles crossing the lake on State Route 52 are gridlocked both eastbound and westbound. The valley freeway is stop-and-go from Janesville through Greenwoods. Highway 15 is slow through the city, then doesn't clear out until Mulberry Road. If that weren't bad enough, an accident is blocking Main Street downtown, causing cars merging onto the freeway to back up for several miles. Our next traffic report will be at the bottom of the hour.

71. (B) **72. (D)** **73. (C)**

[74–76] (CanE/M)

Hi. Emily Klaussen, this is Richard Wenk with Nationwide Insurance Company. You have asked me to give you a quote for your 2016 Taurus Turbo coupe. Your information has been processed, and we will be able to insure your vehicle for \$720 a year. That's \$60 a month, and you have the choice of paying a monthly fee or paying everything in advance. This price includes a discount for having a good driving record, and another discount for having your homeowner's insurance with us. It includes comprehensive coverage, uninsured motorist protection, and up to \$50,000 liability. We can begin coverage at the first of next month. If you have more questions, I'd be happy to answer them. You can reach me at 590-095-6446 or on my cell at 342-768-0120. Thank you for considering Nationwide Insurance.

74. (B) **75. (B)** **76. (D)**

[77–79] (AuE/W)

Hi, Liz Stoneman here. My dog, Spot, loves to run. The trouble is, she was always running out of our yard into the neighbors'. Once, she even ran into the street and nearly got hit by a truck! That's when I called Invisible Fence. They came right over, explained their program, and within a couple of hours erected an invisible barrier around our yard that keeps our furry baby on our property just like a real fence would. Spot can now run happily around our yard, and me and my family don't have to worry about her running away. The Invisible Fence installation process was smooth, quick, and surprisingly affordable. In fact, it was much cheaper than putting a real fence around my yard. If you're looking for an effective way to keep your dog on your property, call Invisible Fence now at 789-9876. Or, check them out on the web at invisiblefence.com. Take it from me, you'll be glad you did.

77. (B) **78. (D)** ★ **New** **79. (A)**

[80–82] (BrE/M)

Thank you all for coming. After considering several factors, including the questionnaires you completed last spring, we've decided that we're going to switch to four-day workweeks, beginning next month. We will work 10 hours a day, from 7 a.m. to 6 p.m., on Monday through Thursday. The office will be closed on Fridays. Though we'll still work 40 hours a week, we estimate that this change will reduce our energy use by 15 percent, and will also save each of you, on average, about \$20 a month

in gas and transportation costs. Overall, this change will significantly cut our company's greenhouse emissions and reduce our carbon footprints.

To save even more energy, we will be installing compact fluorescent light bulbs – CFLs – in every light socket at the start of next week. During the changeover period, we understand that some of you, particularly those with young children, might need special accommodations as you adjust to a four-day week. If you have trouble or concerns, let your manager know. We'll be happy to help you in any way we can. Though this might be difficult at first, we're confident that most of you will like the new schedule once you've grown accustomed to the change.

80. (B) **81. (C)** **82. (A)**

[83–85] (AuE/W)

I'd like to announce something before we leave for the day. Two weeks ago, Tim Huang presented our designs for a luxury hotel on the lakeside at Sun Moon Lake. It's the biggest construction contract this company has ever tried to acquire. This hotel has a huge budget and will take more than 18 months to build. As you can imagine, the competition was fiercer than ever. Well... You know what?...We got the contract! They announced the result early this morning. I want to thank Tim and his team for their excellent work, so let's celebrate tonight!

83. (D) ★ **New** **84. (D)** **85. (B)**

[86–88] (CanE/M)

Feeling run down? Low on energy? Like you'll never make it through the day? Then it's time for you to Rev Up. One package of Rev Up contains enough vitamins and minerals to energize you for five straight hours. And the best part is that you won't come crashing down even more tired than when you started. Mix amazing Rev Up with a glass of cold water, and you'll feel energized and ready to tackle the busy day ahead of you. Rev Up contains more than 100 percent of the vital nutrients your body needs to help you think clearly and perform at maximum efficiency. Rev Up comes in three great flavors – grape, lime and cherry and is available at supermarkets throughout the Tri-County area. When you're down, rev it up, with Rev Up.

86. (B) **87. (D)** **88. (B)**

[89–91] (BrE/M)

All right, here's some water and bread to get you started. My name's Chris, and let me start by telling you about our specials this evening. For seafood, we have fresh Dungeness crab for \$12.99, and lobster Newton with stuffed prawns for \$17.99. Our other specials are T-bone steak with mashed potatoes and gravy, for just \$11.99, and prime rib with spinach fettuccini for only \$13.99. In addition, our spicy chicken wings and our cheese bread appetizers are both 20 percent off, and we have a happy-hour drink special until 6 o'clock, with all regular cocktails being 30 percent off, and two-for-one specials on all margarita drinks. Please take your time looking over the menu, and I'll be back to take your order as soon as you're ready.

89. (B) **90. (A)** ★ **New** **91. (A)**

[92–94] (AmE/W)

Hi friends. Sherry Hawkins here, owner of Hawkins Motors. Do you need a new car but feel like you can't afford one? Well, come on down to Hawkins Motors, where you can buy a new or used vehicle for just \$30 down. You heard right: Not \$3,000, not \$300, just \$30 down lets you drive off the lot in your very own vehicle. We have hundreds of new and used compacts, sedans, SUVs and pick-up trucks for you to choose from, and a variety of financing options to meet your needs even if your credit's not too good. Still think you can't afford a car? Think again friends. Come on down to Hawkins Motors, at the intersection of Highway 5 and State Route 99. We're open 9–5 weekdays, and 9–9 on Saturdays and Sundays. We'll see you soon!

92. (C) **93. (B)** **94. (D)**

★ **New** [95–97] (AuE/W)

We offer three types of family plans. Our Basic Plan has a \$1,000 deductible. It includes six doctors' visits a year with a \$25 co-pay, and covers all your diagnostic treatments: X-rays and blood tests, things like that. But it doesn't cover vision check-ups or prescription drugs. Our Plus Plan has a \$1,500 deductible and gives you the same benefits as the Basic, but it also covers prescription drugs and vision. Our Premium Plan has a \$2,000 deductible and includes all of the aspects of our Basic and Plus Plans. The difference with the Premium Plan is that it will give you more coverage for major surgeries and life-threatening emergencies, with up to 80 percent coverage for instances that require surgery

or prolonged hospital stays. If you go to our website, we have a chart comparing the plans in-depth and detailing exactly what each one offers.

95. (A) ★ **New** 96. (B) 97. (C)

★ **New** [98–100] (BrE/M)

We're happy to see you all at the seminar this afternoon – we have a lot of useful information to cover. But before we start, a few administrative details. There will be one break, half way through the afternoon. You can leave your laptops here if you leave the room – there will always be someone in here – but do keep your money and phones or... ah... other small electronic devices with you. Don't leave them at the tables. And please note that there's an error in your printed program: there will be a change – a switch – in the times for the last two presenters as Ms. Ohta has to leave a little early today.

98. (D) 99. (B) ★ **New** 100. (C)

Part 5 Sentence Completion

- | | | |
|----------|----------|----------|
| 101. (A) | 102. (A) | 103. (D) |
| 104. (C) | 105. (C) | 106. (B) |
| 107. (D) | 108. (A) | 109. (C) |
| 110. (B) | 111. (A) | 112. (A) |
| 113. (C) | 114. (D) | 115. (A) |
| 116. (C) | 117. (C) | 118. (B) |
| 119. (C) | 120. (D) | 121. (C) |
| 122. (A) | 123. (C) | 124. (B) |
| 125. (C) | 126. (B) | 127. (C) |
| 128. (B) | 129. (B) | 130. (B) |

Part 6 Text Completion

- [131–134]
★ **New** 131. (C)
132. (D) 133. (B) 134. (D)
- [135–138]
135. (A) ★ **New** 136. (A) 137. (B)
138. (B)
- [139–142]
139. (A) 140. (C) ★ **New** 141. (B)
142. (B)

[143–146]

143. (C) 144. (B) 145. (D)
★ **New** 146. (B)

Part 7 Reading Comprehension

- [147–148]
147. (C) 148. (C)
★ **New** [149–150]
★ **New** 149. (B) ★ **New** 150. (B)
- [151–152]
151. (B) ★ **New** 152. (B)
- [153–154]
153. (B) 154. (D)
- [155–157]
155. (D) 156. (C) ★ **New** 157. (D)
- [158–160]
158. (D) 159. (C) 160. (A)
★ **New** [161–164]
161. (A) 162. (B) ★ **New** 163. (D)
164. (C)
- [165–167]
165. (B) 166. (C) 167. (B)
- [168–171]
168. (C) 169. (D) 170. (C)
171. (C)
- [172–175]
172. (D) 173. (A) 174. (B)
★ **New** 175. (C)
- [176–180]
176. (B) 177. (C) 178. (D)
179. (A) 180. (B)
- [181–185]
181. (C) 182. (D) 183. (C)
184. (B) 185. (A)
★ **New** [186–190]
186. (D) 187. (C) 188. (B)
189. (C) 190. (A)
- ★ **New** [191–195]
191. (D) 192. (B) 193. (C)
194. (A) 195. (A)
- ★ **New** [196–200]
196. (B) 197. (A) 198. (B)
199. (D) 200. (A)

3 Full Simulation Test

Part 1 Picture Descriptions

1. (C) (AuE/W)

- (A) The classroom is crowded with students.
- (B) The chairs are stacked on top of each other.
- (C) The classroom furniture is placed in an organized way.
- (D) The room is windowless.

2. (B) (AmE/W)

- (A) They're going to the boarding school.
- (B) They take turns getting on the vehicle.
- (C) They're tapping on the windows.
- (D) They're seated on the school bus.

3. (D) (BrE/M)

- (A) The surgeon is conducting an operation.
- (B) The monitor is showing some readings.
- (C) The patients are conversing with each other.
- (D) A medical worker is attending to the patient.

4. (B) (AuE/W)

- (A) The gas station is packed with vehicles.
- (B) The electric cars are being charged.
- (C) There is a row of vending machines on the sidewalk.
- (D) The cars are being refilled.

5. (C) (CanE/M)

- (A) The fishing boat is rocking in the ocean.
- (B) The men are spreading fishing nets at sea.
- (C) The angler is using some fishing gear.
- (D) The fishermen are preparing a meal.

6. (A) (BrE/M)

- (A) The man is flying an unmanned aircraft.
- (B) The aircraft is being controlled to carry a package.
- (C) The engineer is holding a laptop computer in his hands.
- (D) The piece of equipment is navigating itself.

Part 2 Question – Response

7. (C) (AmE/W) (AuE/W)

- Can you help me change the air filter?
- (A) We exchanged it at the bank.
 - (B) Sure, I've got some change.
 - (C) Just a second. Let me finish this.

8. (A) (BrE/M) (AmE/W)

- Didn't you already talk to the client?
- (A) Well, the line was busy.
 - (B) Yes, we all read about the news.
 - (C) The talk's almost done.

9. (C) (AuE/W) (BrE/M)

- Would you rather eat out or have something delivered?
- (A) Delivery is free for orders over 30 dollars.
 - (B) The restaurant has been fully booked.
 - (C) How about we order Chinese takeout?

10. (B) (CanE/M) (AmE/W)

- What time does the pharmacy close tonight?
- (A) It's not far from here, just around the corner.
 - (B) Actually, it's already closed.
 - (C) By this Friday night.

11. (A) (AmE/W) (BrE/M)

- How can I tell if the printer is out of ink?
- (A) The red button will light up.
 - (B) There're still three toners left.
 - (C) This model is currently out of stock.

12. (C) (AuE/W) (CanE/M)

- I'm calling to reschedule my hotel reservation.
- (A) You're sure you'd arrive on time?
 - (B) Is breakfast included in the tour package?
 - (C) Why? Something came up?

13. (A) (BrE/M) (AuE/W)

- Will you be willing to help decorate the venue?
- (A) I don't mind lending a hand.
 - (B) The revenue is expected to be higher this year.
 - (C) Why not use balloons and flowers?

14. (B) (BrE/M) (AmE/W)

- Why don't you have the accountant review these figures?
- (A) I really appreciate your help.
 - (B) I did, and the numbers are correct.
 - (C) Because I've been trying to figure out how.

15. (A) (AmE/W) (AuE/W)

- Are the cleaning services affordable?
- (A) They charge reasonably.
 - (B) Yes, the scaffold is used to clean the outer wall.
 - (C) Sure, the windows are covered in dust.

16. (B) (AmE/W) (BrE/M)

- This lot doesn't have assigned parking, does it?
- (A) You can use the valet parking service.
 - (B) No, you can park anywhere.
 - (C) Yes, the hotel offers free parking.

17. (B) (BrE/M) (AuE/W)

- How would you file the invoices for our clients?
- (A) The noise is simply unbearable.
 - (B) By their surnames.
 - (C) If they fail to improve their work performance.

18. (B) (AuE/W) (AmE/W)

- You sell replacement parts here, don't you?
- (A) Sorry, the garage sale ended last weekend.
 - (B) Not in the store, but you can place your order.
 - (C) I'll find a replacement while you're away.

19. (A) (AuE/W) (CanE/M)

- There's a typo in this advertisement.
- (A) Where? I'll fix it.
 - (B) Yes, it's on sale now.
 - (C) What is it about?

20. (C) (AmE/W) (BrE/M)

- What did you like about the factory tour?
- (A) I like the food and the culture.
 - (B) At a car manufacturer.
 - (C) I finally got to see how things are made.

21. (B) (AuE/W) (BrE/M)

- Who set up this laboratory equipment?
- (A) Mr. Grover is the chief scientist of this lab.
 - (B) You have to ask the supervisor.
 - (C) Careful. The equipment is very fragile.

22. (B) (BrE/M) (AuE/W)

- Should I pay the fee now or send a check later?
- (A) Let me check if there's any payment due.
 - (B) We'll bill you later.
 - (C) I'll give you fifteen percent off.

23. (A) (CanE/M) (AmE/W)

- How many guests are you expecting at the event?
- (A) We don't have a final count yet.
 - (B) I guess the result will exceed our expectations.
 - (C) The banquet will be held for around 3 hours.

24. (C) (AuE/W) (AmE/W)

- You ought to report this conflict to the manager.
- (A) That's the position I've always longed for.
 - (B) I believe the manager will settle it.
 - (C) You think that's really necessary?

25. (A) (AmE/W) (BrE/M)

- Is Dr. Palmer working today?
- (A) Yes, but she's with a patient.
 - (B) I would like to make an appointment.
 - (C) It doesn't work anymore.

26. (C) (BrE/M) (AuE/W)

- Which employees need new ID cards?
- (A) Because they've lost theirs.
 - (B) For security reasons.
 - (C) Only the part-timers.

27. (C) (AmE/W) (BrE/M)

- We're here for the 3:00 p.m. guided tour.
- (A) The guide is very experienced and knowledgeable.
 - (B) When does the museum open?
 - (C) Good, please wait here for a moment.

28. (C) (BrE/M) (AmE/W)

- Would you like a window or aisle seat?
- (A) Please notify me when it's available.
 - (B) This flight's fully booked.
 - (C) Either will do.

29. (A) (AuE/W) (CanE/M)

- Haven't we interviewed this applicant before?
- (A) No, it's a different guy.
 - (B) Yes, and the vacancy has been filled.
 - (C) We've got way too many applications.

30. (A) (AmE/W) (AuE/W)

- I have to work overtime this whole week.
- (A) Just hang in there.
 - (B) You will receive your paycheck at the end of this week.
 - (C) The effect of teamwork is overrated.

31. (B) (CanE/M) (AmE/W)

- Can you complete the analysis by tonight?
- (A) I analyzed the data as soon as I could.
 - (B) It depends.
 - (C) Tomorrow would be better.

Part 3 Conversations

[32-34] (AuE/W) (BrE/M)

- W: Hello. I was told to call this number because my suitcase was put onto the wrong plane. Can you tell me when I could come to claim it?
- M: It usually takes between twenty-four and forty-eight hours to arrive. I'll see if I can check on the progress. Could you give me the baggage number? It should be on a sticker on your ticket.
- W: Yes. It's 743-691A.
- M: Okay. That item left Los Angeles this morning, and the flight should arrive at 8:00 p.m. today. It will take about an hour after the flight lands to get to our airline's baggage claim desk.

If you call back after that, someone here should be able to confirm whether or not it has arrived. Also, please note that we close at 10:00 P.M.

32. (D) **33. (A)** **34. (B)**

[35–37] CanE/M AmE/W

- M: I need access to the files for the Morgenson account for an investigation I'm working on. But the password I have for the database doesn't seem to work.
- W: Those files are restricted, and I think you need security clearance to view them. You have to get permission from Martha in the HR department first.
- M: I have called her office. They said she's on vacation and won't be back till next Tuesday. The board is demanding my report immediately. Time is not on my side.
- W: Well then, I suppose you could try asking Director Jenkins then. He can also authorize you to view files on that database.

35. (C) **36. (A)** ★ **New** **37. (C)**

[38–40] AmE/W BrE/M

- W: I had a meeting with the president of the city council this morning, and he informed me that they have decided to go ahead with the wind farm project. We'll begin contract negotiations next week and then set a work schedule after everything's been finalized.
- M: That's great news. Would you mind e-mailing me a copy of the property ownership documents for the land? Then I can forward it to the company's lawyers.
- W: Okay. I'll do that today. Also, please note that this is considered a classified matter. We must be very careful not to mention this to anyone else until it's officially announced. Otherwise, it could affect our company's reputation for professionalism.
- M: Sure. I understand the weight of this matter.

38. (D) **39. (A)** ★ **New** **40. (A)**

[41–43] BrE/M AuE/W

- M: Ms. Sharma. I've heard a lot of complaints from our employees about the poor quality of food in our cafeteria. I think it's imperative we do something to provide more nutritious and pleasant meals.
- W: Agreed. It affects our workers' efficiency and

even morale if their stomachs aren't taken good care of. Can we find room in our budget to improve this situation?

- M: I heard about a very affordable catering company that just opened for business. They do most of their business online, so they've managed to keep their costs down, and their service is flexible and rapid.
- W: Sounds like a plan. Why don't we discuss this at the weekly meeting this Wednesday? Could you draw up a short proposal to explain the idea by then?

41. (D) **42. (D)** **43. (B)**

[44–46] CanE/M AuE/W

- M: I just learned that the head office will be sending someone to review our safety protocols. I need you to ensure that all company policies are being followed.
- W: We already do that. All maintenance personnel are required to complete a report each week, and I run random spot checks on a monthly basis.
- M: I'm still worried about what the inspector might find, as there will be major consequences if we do not receive a passing score.
- W: I understand. I'll review the procedures with the staff right away. If you'd like, I can also give you a report with an overview of the latest repairs we've done.

44. (D) **45. (A)** **46. (B)**

[47–49] AmE/W BrE/M

- W: Hello. I'm calling from ChildMatter NGO. There are currently over 4,000 children without permanent homes across the city, and our charity is working to provide them a brighter future. Are you interested in making a donation to help the needy?
- M: Well, that does sound like a good cause. What kind of donation methods are available?
- W: You can make a one-time personal donation without any future commitments. Other popular long-term options include sponsoring a child, or setting up a corporate charity drive at your workplace.
- M: Hmm. I think our company might be interested in signing up for a charity drive. Let me contact a representative from our PR department, and then I'll call you back later.

47. (A) ★ **New** **48. (B)** **49. (B)**

★ **New** ▶ [50–52] (AmE/W) (BrE/M) (AuE/W)

W1: Lance, our client from the culinary school told me the launch of their new website has been a great success. In just one week, the site has already gotten very positive feedback from visitors. Well done.

M: Well...Thanks, Rebecca. I didn't expect such a big reaction.

W2: The manager is very pleased with your performance. I heard he's gonna give you a promotion.

M: Hmm. Actually, I have a little confession to make. I've found some issues with the mobile version of the website. When I was browsing the homepage on my smartphone yesterday, some texts and pictures weren't displayed properly.

W1: Really? I didn't notice that. So, you've fixed it right?

M: I'm still working on it. I believe it's just a bug in the system.

W2: Yeah, no worries. Rebecca, I'll help Lance run some tests. We'll get it working in no time.

W1: Alright. Hopefully, you guys can get it done before I get any complaints from our clients. This could really cost us our reputation.

50. (B) 51. (D) 52. (C)

[53–55] (CanE/M) (AuE/W)

M: Good morning. I'm emigrating to Australia next month, and I need to get a copy of my medical records. Are you the right person to speak to about this?

W: Yes. I'll print those out for you. You can come to the clinic in person to pick them up. Or, we can mail them to you, but you'll be charged a small fee for the delivery.

M: It's no problem for me to stop by the clinic. I'll be in the neighborhood around four o'clock.

W: Okay. Please make sure you have a government-issued photo ID with you. We have to verify your identity before we can release the records.

53. (A) 54. (C) 55. (C)

[56–58] (BrE/M) (AmE/W)

M: I was accepted to the Academy of Culinary Arts in Milan. I'll be taking classes there this summer.

W: Congratulations! I know you've always dreamed of becoming a professional chef. And you must be excited about living in a foreign country.

M: Yes. I can't wait to experience Italian culture. However, I'm a bit concerned about the costs of living in Europe, especially in Milan. An apartment alone is out of my league, not to mention other expenses.

W: Guess what? You can rent out your New York apartment while you're away. In fact, I have a friend who is looking for temporary housing. I can introduce you to him. If he rents, it'll really reduce your financial burden.

56. (C) ★ **New ▶ 57. (B) 58. (A)**

[59–61] (AuE/W) (CanE/M)

W: Hello, I'm visiting Sienna National Park on June 13th with a large tour group. I'd like to reserve some rooms for us at the main lodge.

M: I'm sorry, ma'am, but Elmwood Lodge is currently under reconstruction. It won't reopen until the 27th.

W: That's too bad. We've been looking forward to staying in the park.

M: Well, we still have some cabins available at our campground. Although the rooms are not as luxurious as those at the lodge, the campground is located right at the heart of the park, next to the Grand Sioux waterfalls.

59. (D) 60. (C) 61. (B)

★ **New** ▶ [62–64] (BrE/M) (AmE/W)

M: PrinTECH services. This is Mike speaking. May I help you?

W: Hi, I need to have a hundred user manuals printed. Can you tell me how long that will take? If possible, I'd like to pick them up today by 5 p.m.

M: Sure. But we will need to charge you an extra fee of 30 dollars for same-day service.

W: Hmm...I need those manuals for an invention expo this coming Friday.... So...

M: In that case, you can go with our 3-business-day service. It's a lot cheaper. Just fill out the order form online and send it to us or print it out and fax it to us.

W: OK, that'll work. I'm looking at the form now, and I'll submit it online.

★ **New** ▶ **62. (A)** ★ **New** ▶ **63. (B)** ★ **New** ▶ **64. (D)**

★ **New** ▶ [65–67] (BrE/M) (AuE/W)

M: Hi, this is Anton Chekhov in Room 306. I'm on the Blue Coast for the education conference. The host of the event has reserved some time for the participants to explore around on their own. Any suggestions?

W: Yes. There's a brochure in the drawer by your bed for your reference.

M: Hold on. Okay, I'm looking at it.

W: Yes, so, which tour are you interested in?

M: I'm a science teacher, so I'm more into activities or places that are a bit more, you know, educational.

W: Then, the aquarium tour on page 3 might be the right thing for you.

M: Yeah, that looks like a plan.

W: Great. How many tickets will you need?

M: Just one will be fine.

W: Okay. Would you like to charge it to your room?

65. (B) ★ New 66. (C) 67. (A)

★ New [68–70] (AmE/W) (CanE/M)

W: Welcome to the Bath Visitor Center. How may I help you?

M: Hello, this is my first time here. Can you recommend any places of interest?

W: Sure. Will you be driving?

M: No, the hotel front desk told me to take bus 18 to tour the town so that I need not worry about parking.

W: That's truly decent advice. Well, if you like shopping, you can visit the outlet on Henry Road. If you're more into history or stuff like that, you should definitely visit the Bath History Museum. You'll get to learn all about this historic town there.

M: Great. I love history.

W: Oh, sorry, it's Tuesday, so the museum is closed today. The Bath Armory Museum is interesting, too, though. It's not to be missed.

M: I'll try that place first, then. And then maybe I can do some shopping.

68. (A) 69. (D) ★ New 70. (D)

Part 4 Short Talks

[71–73] (BrE/M)

Good afternoon, Mr. Brisk. This is Samuel calling from MegaTech Electronics. You dropped off your laptop this morning for an issue with the internal speakers. While I was working on the device, I noticed that the battery level would drop significantly in an instant. I suggest replacing it before the warranty expires, or it might cost you a lot more later on. I'll need your approval to proceed with replacing it. Please ring me back. Thank you.

71. (A) 72. (B) 73. (A)

[74–76] (CanE/M)

Good morning. I'd like to thank you all for participating in this focus group. We've got a new line of yogurts that we want to test before it goes into production. We've prepared four varieties for you to try, and we'd like you to fill out a brief questionnaire after trying each flavor. To show our appreciation, we have some product samples that you can take home and share with your families when you are done with the taste test. Help yourself. You can take as many as you like.

74. (C) 75. (C) ★ New 76. (C)

[77–79] (AuE/W)

Before we conclude the meeting, I have a request. As we all know, Queens Daycare Center is one of New York's best and most popular public facilities for taking care of our future generations, as we've earned the trust of the public because of our dedication and expertise in the field of child-rearing. As a result, we've been given a much larger budget by the city council this year. I'd like to decide how we can best utilize it. Parents often request that we offer pick-up and drop-off service for the children of those who are occupied with work. Most of you have agreed that this will be the most important change we can make to further contribute to the community. So, I suggest we use the money to employ part-time staff to drive kids to and from our institution.

77. (D) 78. (B) 79. (B)

[80–82] (AmE/W)

Join Twillingate Fishing Tours for Newfoundland's most exciting guided fishing tour. Our luxury ocean cruiser departs from Rocky Harbour at 8:00 A.M. for a full day of fishing along the Gulf of St Lawrence. We're the only fishing tour in Newfoundland licensed to take groups as large as 20 people, so why not talk to us about your next employee outing? Our onboard chef will prepare your catch in any style you like, including French, Italian, or even Japanese. It's your call! But be sure to indicate your preference when you make your reservation.

80. (B) 81. (A) ★ New 82. (C)

[83–85] (CanE/M)

Good morning, everyone. Congratulations on joining Fresco Farms. I'm Mike Banner, the plant manager. Welcome to this new employee orientation session.

First of all, let's start with some of the basics. Anyone entering the production area must wear a special protective uniform, including a face mask, gloves, and a cap. Since we're handling food items, sanitation has always been and always will be our first priority. Also, during operations, make sure the person next to you is properly dressed. OK, looks like all of you are ready. Now, Frank Galiber will guide you to the production site. There, you'll see how our products are manufactured.

83. (B) 84. (B) 85. (A)

[86–88] (BrE/M)

Before we begin, I want to say that I really appreciate your coming in on the weekend to help prepare this shipment. The manager at Rexall Tech expects to have these goods by Monday, but we just became aware of the request last night because the original order form was filed in the wrong place. That brought us all here. Now, you've all seen the demonstration on how to assemble the frames. We'll work until 6:00 P.M. Then we will have a one-hour dinner break and then continue working until the shipment is ready. Ms. Sandberg and I will be walking around to monitor your work and answer any questions. Please be sure to keep your gloves and safety goggles on at all times. And again, thank you very much for your help.

86. (A) ★New 87. (A) 88. (B)

[89–91] (AmE/W)

Good morning, everyone. I'm Kelly Wilson. You're listening to *Truth About Money*. Each week I select a portfolio of promising companies whose shares are undervalued. Let's start the show by taking a look at Sun Power Corp. This solar startup went public just a bit over 6 months ago, and since then its shares have been rising at a steady rate. The reason I recommend investing in this company is that with the trend of environmental movements gaining public support, it has great growth potential. Also, it boasts strong management and skilled design and research personnel. When we come back after the commercial break, we'll be interviewing Richard Swanson, the company's founder and CEO. Stay tuned to hear him reveal some of Sun Power's strategies for the future.

89. (C) 90. (B) 91. (C)

[92–94] (AuE/W)

In local news, government officials of Emerald City announced today a proposal for using the \$1.8 million surplus in the city budget. The funds would go toward building nearly one hundred more miles of hiking paths in Jake Peak Park. Supporters believe this could attract more tourists and help the city further establish its reputation for natural beauty. Some have reservations about this, though. They say it could actually reduce tourism spending, as long-term construction work throughout the park could discourage visitors from vacationing in the area. Mayor Ed Murray said that the vote scheduled for this Friday's city council meeting is too soon. He suggested pushing it back to the March-24th meeting, allowing members to look into the matter further.

92. (C) ★New 93. (A) 94. (D)

★New [95–97] (BrE/M)

And now for our last agenda item, the company cafeteria. I'm glad to announce that the renovation of the cafeteria will begin next month. I'd also like to present the results of the employee cafeteria satisfaction survey. These are the four categories which received an average score of three or less out of a maximum of five. First, since we've heard some complaints about the occasionally unstable Wi-Fi connection there, we've decided to install a new router in the dining area. We'll also expand the room to accommodate more people and offer complete nutritional information for the dishes we serve. Regarding the item that received the lowest satisfaction rating, that's what I'd like you to discuss right now. Please talk in pairs or groups of three.

95. (D) 96. (D) ★New 97. (B)

★New [98–100] (AuE/W)

Hi, Mitch. This is Kelly Clarkson from Facilities. I'm calling regarding your division's new lavatory unit. I took a look at your requirements... um... and some other factors worthy of consideration, and I'm afraid that \$6,000 is the most we can afford to give you. I've tried to talk the head of accounting into budgeting extra for your case, but he said we're cost-cutting at the moment so there's no room for negotiation. You also have requested a new all-in-one printer for your office. I'd like to ask you to wait until the end of August and request one again because we're still negotiating with the manufacturer over a contract.

98. (A) ★New 99. (C) 100. (A)

Part 5 Sentence Completion

- | | | |
|----------|----------|----------|
| 101. (D) | 102. (B) | 103. (A) |
| 104. (B) | 105. (C) | 106. (D) |
| 107. (C) | 108. (C) | 109. (B) |
| 110. (D) | 111. (A) | 112. (A) |
| 113. (B) | 114. (D) | 115. (D) |
| 116. (B) | 117. (C) | 118. (B) |
| 119. (B) | 120. (D) | 121. (B) |
| 122. (C) | 123. (B) | 124. (C) |
| 125. (D) | 126. (C) | 127. (C) |
| 128. (A) | 129. (B) | 130. (A) |

Part 6 Text Completion

- [131–134]
131. (D) ★ **New** ▶ 132. (D) 133. (C)
134. (A)
- [135–138]
135. (B) 136. (B) ★ **New** ▶ 137. (A)
138. (A)
- [139–142]
139. (A) 140. (B) ★ **New** ▶ 141. (C)
142. (D)
- [143–146]
143. (C) 144. (A) 145. (B)
★ **New** ▶ 146. (C)

Part 7 Reading Comprehension

- [147–148]
147. (A) 148. (B)
★ **New** ▶ [149–150]
149. (B) ★ **New** ▶ 150. (A)
- [151–152]
151. (D) 152. (B)
- [153–154]
153. (D) ★ **New** ▶ 154. (A)

- [155–157]
155. (C) 156. (D) ★ **New** ▶ 157. (D)

- [158–160]
158. (C) 159. (D) 160. (A)

- [161–163]
161. (A) 162. (D) ★ **New** ▶ 163. (B)

- [164–167]
164. (D) 165. (B) 166. (D)
167. (A)

- ★ **New** ▶ [168–171]
168. (A) 169. (B) 170. (B)
★ **New** ▶ 171. (C)

- [172–175]
172. (C) 173. (C) 174. (C)
★ **New** ▶ 175. (B)

- [176–180]
176. (D) 177. (D) 178. (D)
179. (C) 180. (B)

- [181–185]
181. (B) 182. (C) 183. (C)
184. (A) 185. (A)

- ★ **New** ▶ [186–190]
186. (D) 187. (C) 188. (D)
189. (B) 190. (A)

- ★ **New** ▶ [191–195]
191. (B) 192. (A) ★ **New** ▶ 193. (D)
194. (D) 195. (B)

- ★ **New** ▶ [196–200]
196. (B) 197. (A) 198. (C)
199. (C) 200. (A)

4 Full Simulation Test

Part 1 Picture Descriptions

1. (C) (AuE/W)
(A) The workers are stuck in traffic.
(B) The vehicle is being towed away.
(C) The tractor is sweeping snow off the road.
(D) The snow has covered all over the machinery.
2. (C) (BrE/M)
(A) The man is holding a box.
(B) The man is spraying insecticide.
(C) The man is wearing protective clothing.
(D) The man is placing items back onto the shelf.
3. (A) (AmE/W)
(A) Personal belongings are moving on the carousel.
(B) The luggage room is crammed with travelers.
(C) A long line of passengers are claiming their luggage.
(D) The airport is under maintenance.
4. (D) (CanE/M)
(A) The trainer is addressing the audience.
(B) The animals are swimming in the pool.
(C) The instructor is giving orders to the trainees.
(D) The crowds are being entertained.
5. (B) (AuE/W)
(A) The dishes are placed on the kitchen table.
(B) The customer is being serviced by the kitchen staff.
(C) The chef is getting the ingredients ready.
(D) The customer is helping herself to the dishes.
6. (B) (BrE/M)
(A) The cows are grazing in the field.
(B) The man is attending to the livestock.
(C) The man is milking the cow.
(D) The cows are standing by the wall.

Part 2 Question – Response

7. (B) (AmE/W) (BrE/M)
Where will the banquet be held?
(A) The bank closes at around 3:30 p.m.
(B) The Kennedy Hall.
(C) As soon as the guest of honor arrives.
8. (C) (AuE/W) (CanE/M)
Who translated this news article?
(A) From a finance magazine.
(B) It's pretty well done.
(C) Our correspondent in Hong Kong did it.

9. (A) (BrE/M) (AuE/W)
Why is the cafeteria off limits?
(A) Because it's under renovation.
(B) I think it's pretty budget-friendly.
(C) By six o'clock.
10. (B) (AuE/W) (AmE/W)
Let's share the profits evenly among us.
(A) Sure, let's split the check.
(B) That sounds fair.
(C) I'm always willing to share with others.
11. (A) (CanE/M) (AmE/W)
Could you ask Ms. Clarkson to write an expense summary?
(A) She has other assignments.
(B) She will be away this summer.
(C) It was quite expensive.
12. (B) (AmE/W) (BrE/M)
No payments have arrived this morning.
(A) The man will show up later.
(B) Let's give them more time.
(C) Has the driver picked him up yet?
13. (A) (AmE/W) (AuE/W)
Would you like to sample our new flavor of yogurt?
(A) I'll give it a try.
(B) It doesn't get any easier.
(C) Yogurt is one of my favorites.
14. (B) (BrE/M) (AmE/W)
Why is this phone unable to make international calls?
(A) I'll try to reach her again by phone.
(B) Check if you've dialed the correct country code.
(C) Because the Internet is dead.
15. (A) (AuE/W) (BrE/M)
How much do I have to pay for express bus tickets?
(A) Check the board.
(B) It will take about an hour.
(C) Twice the rate for regular mail.
16. (C) (AmE/W) (AuE/W)
Do you want to go out for lunch?
(A) The luncheon will be held in the meeting room.
(B) No, I don't mind.
(C) Thanks for asking, but I've packed a sandwich.
17. (C) (BrE/M) (CanE/M)
Can't we get discounted tickets?
(A) The sale ended last weekend.
(B) These tickets are not refundable.
(C) Not for this performance.

18. (B) (AuE/W) (BrE/M)

- Would you mind leading the marketing session today instead of John?
- (A) Marketing strategies have always been highly valued.
 - (B) No, if I can make time for it.
 - (C) I didn't mind at all.

19. (A) (BrE/M) (AmE/W)

- Doesn't Catherine usually work on weekends?
- (A) Only during the peak season.
 - (B) She gets paid for overtime.
 - (C) She's really hard-working.

20. (A) (CanE/M) (AuE/W)

- Have you ever been to headquarters?
- (A) Only once with the manager.
 - (B) Yes, we've expected better sales next quarter.
 - (C) I've met him several times.

21. (C) (BrE/M) (AmE/W)

- When will the new smartphone be released?
- (A) At almost all electronics retailers.
 - (B) Sometime last month.
 - (C) The date hasn't been announced yet.

22. (C) (AuE/W) (BrE/M)

- What's your opinion of the new servers?
- (A) I haven't read about the latest opinion polls.
 - (B) I really appreciate the service.
 - (C) They seem pretty reliable.

23. (A) (AmE/W) (CanE/M)

- Have they stopped manufacturing this product line?
- (A) It'll be discontinued early next month.
 - (B) The producer expects higher demands.
 - (C) The production line has stopped due to power shortage.

24. (A) (AmE/W) (AuE/W)

- Where should I store these leftover flyers?
- (A) Just throw them into the recycle bin.
 - (B) They're for the grand opening.
 - (C) The shopkeeper will attend to your needs.

25. (A) (BrE/M) (AmE/W)

- How much should we spend on advertising?
- (A) That's up to the finance team.
 - (B) The expenses could be quite high.
 - (C) We've decided to buy the front pages.

26. (B) (AmE/W) (BrE/M)

- Who's the guy talking to Mr. Shaffer?
- (A) They're discussing some critical matters.
 - (B) Our in-house lawyer.
 - (C) The talk will last for another ten minutes.

27. (C) (AuE/W) (BrE/M)

- Why don't you ask for a raise?
- (A) Sorry, I can't give you any.
 - (B) It's 20 percent higher.
 - (C) It would be of little use.

28. (C) (AuE/W) (AmE/W)

- I'm excited about today's product launch.
- (A) The meals are truly wonderful.
 - (B) Let's prepare the ingredients first.
 - (C) Yes, we'll get a great response.

29. (B) (BrE/M) (AuE/W)

- Who's going to be acting as the MC for tonight's event?
- (A) The actors will be rehearsing before the show begins.
 - (B) A famous reporter from TBS Channel.
 - (C) A lot of people are coming from across the country.

30. (B) (AuE/W) (BrE/M)

- I think you should resend that scan.
- (A) The scanner has been malfunctioning.
 - (B) Didn't it go through?
 - (C) Sure, I'll tell them the reason again.

31. (A) (BrE/M) (AmE/W)

- Has anybody reviewed these sales figures?
- (A) I'm on it.
 - (B) It features a comprehensive analysis.
 - (C) Sorry, please ask someone else.

Part 3 Conversations

[32–34] (BrE/M) (AmE/W)

- M: Hi. I recently purchased this vacuum cleaner here, but it turns out this model isn't the one I need for my kind of floors. Could I exchange it for a different model? I have the receipt right here.
- W: That's no problem, sir. As long as you have all of the attachments and original packaging, you're allowed to exchange it. However, you will need to cover any difference in the price of the two products if the product you select is more expensive than the one you want to return.
- M: That's fine. In fact, I looked online and found a model that perfectly fits my needs. It's about thirty dollars more, but it has a steam-cleaning function.
- W: Great. Do you remember the model's serial number? I'll check immediately if it's in stock.

32. (C)

33. (A)

34. (D)

[35–37] (AuE/W) (BrE/M)

W: Excuse me. I have a plane ticket for Southeast Airlines' flight 507 to Detroit, but they just announced that the flight has been canceled. What should I do now?

M: Don't worry. Do you still have your boarding pass? Just take it over to that counter, and you'll be given a new boarding pass for the next flight to Detroit.

W: But are you sure my credit card won't be charged for this new ticket? I don't want to pay for it twice.

M: No, we don't charge any money here. Your bill has already been processed by your travel agency.

35. (A) 36. (B) 37. (C)

[38–40] (CanE/M) (AuE/W)

M: Good afternoon. I subscribe to your periodical *Business News Weekly*. I remember I signed up for six months, but since the beginning of April, I haven't received any deliveries.

W: Yes, there seems to be a mistake. I can see you've only received one month's worth of magazines. Are you still living at the same address?

M: Yes, but now that you mention it, I did request to have the journals delivered to my office at 339 21st Street.

W: Ah, that seems to be the reason. The address I have listed here is 339 22nd Street. We'll send you next week's issue along with all the issues you've missed out on as soon as possible.

38. (B) 39. (C) 40. (B)

[41–43] (BrE/M) (AuE/W)

M: Ms. Velez, do you know where they keep the original blueprints for this building? I thought they'd be in our archives, but I can't find them.

W: As far as I know, they were removed from our archives and sent to the architect's office. He wanted to have them restored.

M: Well, I need them urgently. The inspectors from the federal safety commission are dropping by today for their annual inspection, and they'll want to inspect those blueprints to make sure that our fire escape routes are up-to-date.

W: If it's that urgent, I'm sure you can get someone at the architect's office to fax you a copy. I think I have their number in my desk somewhere.

41. (D) 42. (A) 43. (C)

[44–46] (CanE/M) (AmE/W)

M: This is Dale from North's Gym. Our new flagship branch is opening downtown, and I need an experienced fitness instructor to lead the management of the gym.

W: That sounds like a great opportunity. However, I am staying home now because I hurt my leg last weekend. I won't be able to do anything active for a few weeks.

M: That shouldn't be a problem. We're planning to use your technical expertise to develop some customizable training programs. There will be other coaches in charge of the physical tasks like training new employees.

W: In that case, I'd love to join you!

44. (C) 45. (D) 46. (A)

★ **New** ▶ [47–49] (AmE/W) (CanE/M) (AuE/W)

W1: Guess who I ran into on the street earlier this morning? Grace Hampton! She looked great!

M: Oh, really? I haven't seen her in months. I miss working with her. She was always so cheerful and willing to help.

W2: Yeah. It's a pity she decided to leave. I guess another company is paying her better.

W1: Well, I invited her for lunch tomorrow at Bob's Grill. Why don't you both come along?

M: I'd love to, but I'm not sure where that is.

W2: It's a new diner that just opened on Bedford Street. Shall I send you a map?

W1: No need. We can all share a taxi. Just meet me at the front door at 12 o'clock sharp.

M: Sounds like a plan! I'll be waiting by the door in the lobby.

★ **New** ▶ 47. (C) 48. (A) ★ **New** ▶ 49. (B)

[50–52] (CanE/M) (AmE/W)

M: I'd like to open a new, high-interest account. On the 1st of every month, I'd like a portion of my salary deposited in this account. Is that possible?

W: Of course. If you choose this package, you'll get an account with an interest rate of 2.7%, and we'll issue you a new debit card for the account at no extra charge.

M: That's good. I want to purchase a new car next year. Is it possible to start the service from next month onward?

W: Well, today is August 30th, so I'm afraid it won't be possible until October 1st. We need at least three business days to activate the new account.

50. (C) 51. (B) 52. (C)

[53–55] (AuE/W) (BrE/M)

W: Kirk, I'd like to be the first to congratulate you. I just attended the board meeting, and we've decided to select the slogan you came up with for our national advertising campaign.

M: You can't be serious! So, does this mean it will be featured on all of our products?

W: Yes, every Giovanni pizza franchise in the country will be displaying your slogan in their stores, and it will also be printed on all our pizza boxes. Of course, you'll receive a cash prize for coming up with the winning slogan.

M: Wow! That truly blows my mind! But what I'm really proud of is that I'll be given public recognition for my creativity. The winner is supposed to be interviewed by our monthly corporate magazine, right?

53. (C) 54. (C) ★ New 55. (C)

[56–58] (BrE/M) (AmE/W)

M: We've completed the designs for the new wet suit, and they're ready for your approval. I've set them up in the conference room.

W: Great. Retailers have been asking about this new line, so we should try to get them into production as soon as possible.

M: OK. By the way, the other designers are occupied with other work, so I didn't invite them.

W: Sorry, Jim, but can you call them in? I want everyone to be present to give feedback.

M: Fair enough. What time shall I tell them to be here?

W: The sooner the better. I have to be at the factory by 2 o'clock.

M: Do you mind if I come with you to the factory? I have a couple of things I want to check there before we start production on the new designs.

W: Sure. I'm planning on getting back here by 4:00, though.

56. (D) ★ New 57. (B) 58. (C)

[59–61] (AmE/W) (CanE/M)

W: I'd like to set up a mobile phone account with your company.

M: Sure. We offer a variety of excellent plans to choose from. Would you also like to buy a phone from us?

W: Yes, but will I be able to use it by this afternoon? I need to get in touch with some clients about my travel arrangements.

M: Certainly. You can select a model now. Once we've completed the paperwork, you'll be able to use it. Do you have any photo identification with you? A driver's license or something?

59. (A) 60. (D) 61. (D)

★ New [62–64] (AuE/W) (BrE/M)

W: Excuse me, I need to replace the color ink in my printer, but I see only black ink cartridges on the shelf. Are there any color ones in stock?

M: Oh, we just reorganized that part of the store. You'll find the color ink cartridges on the other side of the aisle. I'll show you.

W: OK, great. I'll need two. And I brought this discount coupon with me. It's valid for Prexton printer cartridges too, right?

M: Yes, we accept those coupons. Just make sure you give it to the cashier when you get to the checkout counter.

62. (B) 63. (B) ★ New 64. (D)

★ New [65–67] (BrE/M) (AmE/W)

M: I have an admission ticket to the science exhibit, but I can't locate the hall it's being held in. Could you give me a map of the facility?

W: I'm afraid I don't have any more left, but I'm sure you'll have no problem at all finding it. You're on the first floor now. Just go up the main stairs to the second floor, and then take a left, and you'll see it down the hall.

M: Okay, thank you. By the way, I need to have my parking fee waived after the show. You know where I can do that?

W: Head in the opposite direction to the end of the aisle. You can have your ticket stamped as a waiver at the security office.

65. (B) 66. (C) ★ New 67. (B)

★ **New** [68–70] (AuE/W) (BrE/M)

W: Marcus, we need to discuss the book launch. This is gonna be one of the biggest books Pelican Publishing has ever released. I want to attract as many readers as possible.

M: Have we decided on the venue for the occasion?

W: Marian's Bookstore has agreed to host. Have you fixed a date for the event?

M: How about October 15th? It happens to be a holiday.

W: Nice idea. The thing is, the writer, Selena Ruiz, is going to be away on vacation with her family then. How does the Saturday after she gets back sound?

M: Fine with me. There's nothing on the schedule aside from the online promotion.

W: Great. We'd better contact the bookstore to make sure it's available on that particular date.

68. (A) ★ **New** **69. (D)** **70. (C)**

Part 4 Talks

[71–73] (AmE/W)

Thank you for coming to the staff meeting today. I'm glad to report that the number of customers joining Alpine Fitness Center has been increasing steadily since its opening. We want to keep this trend going, so we'll start providing free Internet access from June 1st. Members can bring any portable device and connect it to our wireless network. In order to make our members aware of this change, we'll put up stickers at the entrance as well as on the walls in the exercise room. If you have any other ideas to promote this new feature, please e-mail them to me by Thursday night.

71. (A) **72. (B)** **73. (D)**

[74–76] (BrE/M)

This weekend marks the official reopening of MegaView. After months of renovation, you'll be amazed at how great the new venue looks. Now, you can enjoy the latest blockbusters on our massive IMAX screens, or marvel at our revolutionary 3D projection system. Additionally, we've added state-of-the-art seating that perfectly transmits the motions of the film to provide you with a surreal movie-watching experience. And to celebrate our return, we're giving away free buckets of popcorns

all opening day. Beverages will also be on the house. Come to MegaView with your family and friends to spice up your senses.

74. (D) **75. (B)** ★ **New** **76. (C)**

[77–79] (AmE/W)

On behalf of the mayor's office, I'd like to thank you all for coming. I'm here to talk about the city government's solutions to our town's water problem. We have been working to find funding to upgrade our water treatment plant, and we think we have found a suitable arrangement. The loan in front of us today allows us to complete the necessary changes much quicker than expected. Although the interest payments are significantly higher than we originally budgeted, I believe this is our best option.

77. (B) **78. (C)** **79. (B)**

[80–82] (AuE/W)

We have had a very successful fiscal year. Our sales rose by 14 percent and our market share by 12 percent. Many of you worked long hours under tight deadlines and difficult conditions to achieve that, and you should get some credit for that. So, in order to show our appreciation, the company is creating a profit-sharing program. Five percent of our total net income will be distributed among all staff who have worked here for at least a year. You can get details about this on the company Intranet. This is our small way of thanking you for all you've done.

80. (C) **81. (C)** ★ **New** **82. (D)**

[83–85] (CanE/M)

Welcome to DC Instrument's Family Day. I'm Jake, and I'll be guiding you around the factory. Shortly, we'll start the tour by visiting the showroom, but let me explain a couple of rules before that. First of all, please keep your helmet on while you're inside the factory. You must also stay between the yellow lines marked on the floor. Finally, photos are only allowed in the cafeteria and at the entrance. Any questions? OK. Let's take a look at a display of DC Instrument's latest products.

83. (C) **84. (B)** **85. (D)**

[86–88] (BrE/M)

It's hard to clean all the different surfaces in your home, isn't it? Usually, you need one cleaner for the kitchen, one for the bathroom, and one for the furniture. CleanALL is different. Its powerful yet gentle chemicals allow you to clean any area of your home. Just spray it on a wet cloth and wipe it over any surface: it'll be spotless in seconds! Now, I'm going to invite some of you from the audience to join me on stage. You're going to have the chance to use this product on some of the items I have up here with me. Then, you'll see just how great this cleaner really is!

86. (A) ★ New → 87. (B) 88. (B)

[89–91] (AmE/W)

Good afternoon. I'd like to welcome you all to today's seminar on telephone sales techniques. As you know, we're getting ready to introduce our new software program, and we've decided to focus on telephone marketing as a way to generate interest in our product. Today we'll explain how to persuade people, during a short telephone conversation, to meet with you for a product demonstration – your goal will be to set up a face-to-face meeting. Now we're going to get started by listening to a few recorded conversations between potential customers and our most successful salespeople.

89. (D) 90. (B) 91. (C)

[92–94] (AuE/W)

Welcome to the annual year-end celebratory banquet. We like to gather like this at the end of every year to look back on our successes and... uh... recognize those of us who've made special contributions. At this point, I should mention the marketing department. Their ingenious Internet advertising campaign has more than tripled our online sales in the past six months since June. My co-president, Mr. William McKinley, has always given a speech on this occasion since he started the company. Sadly, this is the first time he's been unable to attend.

92. (C) ★ New → 93. (B) 94. (C)

★ New → [95–97] (CanE/M)

As you can see from this data, in the month of the release of the new version of our music-editing software, sales rose to 12,000 units. However, they dropped sharply in July, when our rival, SpectraSoft, released a similar product. Then, our poor sales in November were caused by some negative publicity we received when a programming glitch caused trouble for some users. Updates were released, and sales returned to normal by the end of the year. Customers appear willing to try rival products, so we need to conduct research into what additional functions users are looking for.

★ New → 95. (B) 96. (C) 97. (D)

★ New → [98–100] (BrE/M)

Before we conclude this morning's meeting, I'd like to talk about the advertisement we'll be running in *The Jacksonville Times* this week. If you take a moment to look at the handout in front of you, you'll see the design of the advertisement I'm considering. If you want to suggest any changes, send me an e-mail today. I'll be placing the advertisement tomorrow afternoon, so please be quick. Now... naturally, the longer we can run the advertisement the better, but it won't be cheap. After looking at this price list for a half-page advertisement, I've decided to run the advertisement for four days, from Wednesday through Saturday.

98. (C) 99. (D) ★ New → 100. (C)

Part 5 Sentence Completion

- | | | |
|----------|----------|----------|
| 101. (A) | 102. (D) | 103. (B) |
| 104. (C) | 105. (D) | 106. (A) |
| 107. (B) | 108. (C) | 109. (C) |
| 110. (D) | 111. (A) | 112. (A) |
| 113. (C) | 114. (D) | 115. (C) |
| 116. (A) | 117. (D) | 118. (C) |
| 119. (B) | 120. (B) | 121. (C) |
| 122. (B) | 123. (A) | 124. (B) |
| 125. (D) | 126. (C) | 127. (B) |
| 128. (A) | 129. (C) | 130. (A) |

Part 6 Text Completion

[131–134]

131. (A) 132. (B) ★ **New** ▶ 133. (C)
 134. (A)

[135–138]

135. (C) 136. (D) 137. (B)
 ★ **New** ▶ 138. (C)

[139–142]

★ **New** ▶ 139. (B) 140. (C) 141. (A)
 142. (D)

[143–146]

143. (C) ★ **New** ▶ 144. (A) 145. (B)
 146. (A)

Part 7 Reading Comprehension★ **New** ▶ [147–148]

147. (B) ★ **New** ▶ 148. (A)

[149–150]

149. (D) 150. (C)

[151–152]

151. (C) 152. (D)

[153–154]

153. (B) 154. (D)

[155–157]

155. (C) 156. (C) ★ **New** ▶ 157. (D)

[158–160]

158. (A) 159. (C) 160. (D)

[161–163]

161. (D) 162. (B) 163. (D)

[164–167]

164. (D) 165. (B) 166. (A)
 167. (A)

★ **New** ▶ [168–171]

★ **New** ▶ 168. (D) 169. (A) 170. (B)
 171. (C)

[172–175]

172. (D) 173. (A) 174. (D)
 ★ **New** ▶ 175. (C)

[176–180]

176. (B) 177. (C) 178. (B)
 179. (D) 180. (A)

[181–185]

181. (A) 182. (B) 183. (C)
 184. (C) 185. (B)

★ **New** ▶ [186–190]

186. (B) 187. (C) 188. (A)
 189. (A) 190. (D)

★ **New** ▶ [191–195]

191. (D) 192. (C) 193. (A)
 194. (C) ★ **New** ▶ 195. (B)

★ **New** ▶ [196–200]

196. (D) 197. (A) 198. (C)
 199. (D) 200. (D)

5 Full Simulation Test

Part 1 Picture Descriptions

1. (B) (AuE/W)
- (A) The retailer is wearing a jacket.
 - (B) The man is taking measurements.
 - (C) The outfit is ready for sale.
 - (D) The shopkeeper is checking inventory.
2. (C) (CanE/M)
- (A) The man is lecturing a crowd.
 - (B) Some items are placed on the corridor.
 - (C) The students are standing before a display case.
 - (D) The museum is being renovated.
3. (C) (AuE/W)
- (A) The men are operating heavy machinery.
 - (B) The men are standing on the escalator.
 - (C) Some workers are cleaning the exterior of a building.
 - (D) The window panes are being installed.
4. (A) (AmE/W)
- (A) Some plants are lined up on the sidewalk.
 - (B) The stores are crammed with customers.
 - (C) Some chairs are stacked in piles.
 - (D) The wooden boxes are placed against the wall.
5. (C) (BrE/M)
- (A) The food products are placed in the storage room.
 - (B) The woman is checking on her cell phone.
 - (C) The woman is browsing some items.
 - (D) The woman is sampling foods.
6. (D) (AmE/W)
- (A) Some passers-by are giving the group a cheer.
 - (B) The man is seated on a bench.
 - (C) The musicians are entertaining the audience.
 - (D) Some musical instruments are placed on the floor.

Part 2 Question – Response

7. (B) (BrE/M) (AmE/W)
- Where are the electrical goods located?
- (A) In another 2 days.
 - (B) They're available on the second floor.
 - (C) The candidates are having a nationwide tour.

8. (A) (AuE/W) (CanE/M)
- Don't you want some wine with your meal?
- (A) I'd love to, but I'm driving tonight.
 - (B) The red wine goes perfectly with this dish.
 - (C) The meal's totally not worth the money.

9. (C) (AmE/W) (BrE/M)
- Where did Mr. Kalansky go?
- (A) From the headquarters in London.
 - (B) Skiing season is coming in 2 weeks.
 - (C) To run some errands.

10. (A) (CanE/M) (AmE/W)
- Have you worked here long, or are you a new employee?
- (A) I'm in fact just an intern.
 - (B) I usually work long hours on weekends.
 - (C) New recruits have to attend the orientation.

11. (B) (BrE/M) (AuE/W)
- Isn't the manager supposed to approve your drafts soon?
- (A) Yes, he's supposed to prove his innocence.
 - (B) I'm afraid he's occupied at the moment.
 - (C) The manager will resign by the end of the month.

12. (B) (AuE/W) (AmE/W)
- Brenda will be able to process that check for you.
- (A) Great. Right before the inspector arrives.
 - (B) Perfect. When will she be available?
 - (C) The procedure might take a few days.

13. (A) (BrE/M) (AuE/W)
- Have we met our sales quota this month?
- (A) I'll check the figures right now.
 - (B) I'll complete the fiscal report by then.
 - (C) Yes, I've met him twice already.

14. (C) (AmE/W) (BrE/M)
- Where can I drop off this parcel?
- (A) By express mail.
 - (B) I'll drop by this afternoon.
 - (C) At the front desk.

15. (A) (AuE/W) (BrE/M)
- There's a hair salon on the third floor.
- (A) There's also a café.
 - (B) My hair needs a trim.
 - (C) It's been under construction for a month.

16. (B) (AmE/W) (BrE/M)

Why didn't you return my call?

- (A) In a few minutes.
- (B) I was caught up in some urgent business.
- (C) I will give it back when I'm done using it.

17. (C) (BrE/M) (AuE/W)

Could you work the evening shift on Friday?

- (A) I've been working the whole week.
- (B) That sounds fair enough.
- (C) That shouldn't be a problem.

18. (A) (CanE/M) (AuE/W)

Ms. Liao will be attending the conference in Singapore.

- (A) Who's gonna be her substitute?
- (B) How did it go?
- (C) I'll send her the reference letter.

19. (B) (AuE/W) (AmE/W)

Did you purchase decorations for the reception?

- (A) We will help with the décor.
- (B) I thought Alice took care of that.
- (C) I no longer work in the purchase department.

20. (C) (AmE/W) (BrE/M)

Could you keep an eye on my bags while I go to the ticket booth?

- (A) No, I don't know where it is.
- (B) How many tickets do you need?
- (C) Will you be gone for long?

21. (C) (BrE/M) (AuE/W)

What's being served in the cafeteria today?

- (A) The service is quite impressive.
- (B) One of the servers is on maternity leave.
- (C) Steak and fries for entrée.

22. (A) (AmE/W) (AuE/W)

Have you heard of Green Sun, the new start-up?

- (A) Doesn't really ring a bell.
- (B) Yes, her grandson was born last Friday.
- (C) Yes, I've listened to it more than once.

23. (A) (AuE/W) (AmE/W)

Can you finish this task all alone?

- (A) I might need a hand.
- (B) I've been here all along.
- (C) As soon as possible.

24. (C) (AmE/W) (BrE/M)

Who will be promoted to general manager?

- (A) Mr. Johnson's managed to solve it.
- (B) I will manage the book promotion campaigns.
- (C) It's hard to say.

25. (B) (BrE/M) (CanE/M)

When will Ms. Lynch return from Beijing?

- (A) If weather permits.
- (B) I didn't know she was away.
- (C) You see it at the end of the aisle.

26. (B) (AmE/W) (BrE/M)

How do I download apps from the online store?

- (A) Have you checked your Internet access?
- (B) First you need to sign up for an account.
- (C) The store is closed for renovation.

27. (A) (CanE/M) (AuE/W)

Isn't the sales position still open?

- (A) That's what Mr. Kenzie said.
- (B) Yes, I need its location.
- (C) Yes, at 9 P.M. on weekdays.

28. (C) (BrE/M) (AmE/W)

How about bringing a sack lunch on Monday?

- (A) Monday will be packed with tasks.
- (B) Set meals are actually more expensive.
- (C) I think I'll order Chinese takeout.

29. (C) (AuE/W) (BrE/M)

How did you hear about this job opening?

- (A) It's different from what I heard.
- (B) I heard it's pretty well-paid.
- (C) I subscribed to an online job forum.

30. (B) (CanE/M) (AmE/W)

What are the special properties of this car?

- (A) I read about the features in the supercar magazine.
- (B) Let's have a test drive and you'll find out.
- (C) Properties with a garage are a must.

31. (A) (BrE/M) (AuE/W)

Who's had their vaccination already?

- (A) I got mine last month.
- (B) I am still on my medication.
- (C) You can borrow my vacuum cleaner if you don't mind.

Part 3 Conversations

[32–34] (CanE/M) (AuE/W)

- M: Hi. I just looked through your website, and it says you provide inexpensive consultations for interior design. I'm upgrading the look of the waiting room at my business, and I'm interested in your services.
- W: Certainly. First, I'll e-mail you a brief questionnaire, so you can describe your color and style preferences. Then I'll visit your business in person and create three different themes for you to choose from.
- M: Would it be possible for you to come on Thursday?
- W: No problem. But it would have to be in the morning, as I have a meeting with our supplier that afternoon.

32. (B) 33. (A) 34. (D)

[35–37] (BrE/M) (AmE/W)

- M: Ms. Santos, I guess you've heard what happened. In my recent study, I quoted some lines from your research paper, but I forgot to list it in my bibliography. My teaching assistant was supposed to go over the citations, but she must have overlooked it. But there's no excuse. I'm sorry.
- W: Never mind. I understand. Also, I appreciate your withdrawing the article from the academic journal that it was supposed to be printed in. That must have been a tough decision to make.
- M: Well, it was the least I could do. But I'm still unhappy about this mistake. Why don't we revise the paper together and have it printed in next month's issue in collaboration?
- W: It'd be my pleasure. Also, we should establish a platform for sharing and revising academic papers to prevent the same error from happening in the future.

★ New 35. (A) 36. (A) 37. (C)

[38–40] (CanE/M) (AmE/W)

- M: Hello, this is Ron Morgan. Could I speak to Stella Maris, please?
- W: I'm sorry, Ms. Maris hasn't come into work yet. I'm her assistant, Sara Clark.
- M: Do you know when she will be in?
- W: I'm afraid I have no idea. Would you like to leave a message?

- M: Yes, please. I was wondering if I could see her today about some paint samples she is interested in. She's gotta see them in person to avoid any color differences between what the paint looks like in person and on a monitor.
- W: Oh yes, she told me she wouldn't have any time today because she has department meetings scheduled all day. She said she would probably have time tomorrow. I'll let her know you called.
- M: That'd be great. I appreciate it. Goodbye.

38. (C) 39. (A) 40. (D)

[41–43] (BrE/M) (AuE/W)

- M: Hi, I'm here to set up a booth for the book fair. I'm from Belfast Books. In what section is our booth located?
- W: OK, let me check for you... Your booth is assigned to Section B, next to Pelican Publishing. Do you need any help? We have some staff available to help you.
- M: That'd be great. I need to carry a lot of equipment, so you can take care of that box of books for me.
- W: Not a problem.
- M: Also I heard we can borrow a projector from this information desk.
- W: Yes, but you need to have made a reservation in advance; they get rented out quickly for occasions like these. Well, hold on, it seems... you've got lucky, there's still one left.
- M: Great. Thank you so much.
- W: Anytime.

41. (C) 42. (D) ★ New 43. (C)

★ New [44–46] (AmE/W) (CanE/M) (AuE/W)

- W1: Hi, Marcus and Olivia. Are you guys ready for your new responsibilities as manager and vice-manager of the Buenos Aires branch? It's gonna be different from working here.
- M: I don't know if I'm prepared enough for it. To be frank, I'm getting increasingly nervous.
- W2: Same here. I've never worked in South America before, and I can barely speak Spanish.
- W1: There's really nothing to worry about. All the office staff there are pretty fluent in English.
- W2: Maybe you're right. Still, being able to converse in Spanish would make it easier to blend in with the local staff.
- M: That's why we've signed up for an online university course, right? I don't know about

you, Olivia, but I try to log on at work every lunch hour.

44. (A) 45. (D) 46. (A)

[47–49] (BrE/W) (AmE/W)

- M: Are you going to Jeff Matsuda's going-away party? It's next Friday at the Intercontinental Hotel.
- W: What? You've got to be kidding! I had no idea he was leaving the company!
- M: He's not, but he is transferring to the Osaka branch. We got a memo about it last week.
- W: I must have missed it. I'll certainly be there, however. It's the least I can do, considering all the help he's given us with past projects.

47. (C) ★New▶ 48. (B) 49. (B)

[50–52] (AuE/W) (BrE/M)

- W: I was wondering if you have any DX20 inkjet cartridges in stock. I can't find any in the office supplies section on your website.
- M: I'm afraid we don't sell those anymore.
- W: Is that right? Does that mean I can't use my printer anymore?
- M: Oh, not at all. We still sell the newer FX cartridges. They're just as good, and they are compatible. Scroll over to the "printer and cartridges" part of the office supplies tab, and you'll see them.
- W: Okay, I'm scrolling... now I see them. Umm... I really wanted the DX because I've used them for so long. But I guess I'll have to go with the FX.
- M: Trust me. You won't be disappointed with them.

50. (D) 51. (D) 52. (C)

[53–55] (AmE/W) (BrE/M)

- W: Hi, Hugh, I'm on my way out. Let Mr. Woodman know I'll be in Perth today, then Brisbane until Monday, Melbourne on Tuesday and back here in Sydney by noon the following day.
- M: Okay, Ms. Page, but he'll still be able to reach you by phone, right?
- W: Yes, by all means. But as I'll be touring quite a few factories, it would be better if he calls after 6:00 P.M. instead of in the afternoon.
- M: Okay, I'll let him know.

53. (B) ★New▶ 54. (C) 55. (D)

[56–58] (AuE/W) (CanE/M)

- W: Excuse me, do you have the latest Pink Butterfly?
- M: I'm sorry ma'am, that product won't be released until Friday. Would you like to pre-order one?
- W: Um... not until I take a first look at it. I only want it to make calls. So, the simpler, the better.
- M: The Pink Butterfly comes in a variety of models, from the very basic to the performance version. The model can also be upgraded later if you want.
- W: Okay. Still it'd be an easier decision to make if I can see and touch the actual product.
- M: I see. I can get some of the previous models out for you to look at if you like. They share the same exterior design and material.

56. (C) ★New▶ 57. (B) 58. (C)

[59–61] (BrE/M) (AmE/W)

- M: I'm going to the reception desk to find out the earliest time we can set up at the exhibition hall. Do you want to come along?
- W: Umm... I think I'd rather not.
- M: Oh, why is that?
- W: Well, I need to stay here in the office and finish writing my notes. I have a meeting with Stella Planning at 2:00. They want to confirm the schedule for tomorrow and talk to me about the complimentary DVDs and refreshments.
- M: I see. That sounds pretty expensive for an investors' conference.
- W: Maybe, but it's what Mr. Gupta wants, and he's the boss. He wants everything to go as smoothly as possible.

59. (D) 60. (C) ★New▶ 61. (B)

★New▶ [62–64] (AuE/W) (BrE/M)

- W: Hi... um... I'm a bit lost. I've got a job interview at Strong & Samson Accounting on the 4th floor... but when I got to their office, I saw a different company nameplate on the door.
- M: That's because they've relocated to the same floor as Walker George Films.
- W: Thanks a lot. I didn't see that marked anywhere on the information displays.
- M: It's not marked, because the move just took place. The updated location will be posted around the building soon. In the meantime,

you should use Elevator B. It'll take you where you need to go.

62. (A) ★ **New** → **63. (D)** **64. (B)**

★ **New** → [65–67] (AmE/W) (CanE/M)

W: Jon, would you mind going to the downtown branch office to fetch the Hendricks portfolio for me? Sorry to ask you on such short notice. I didn't know I'd be asked to attend this emergency meeting.

M: I think I can take care of it, but let's hope I won't get lost. What's the quickest way to get there?

W: After you get off the Interstate at Exit 42, just keep going straight till you hit Third Street, then take a left. About two blocks down you'll see a... some kind of a hardware store on the right. It's got a huge sign.

M: So, it's by the hardware store?

W: Yes. It's right across the street from that. The exact address is 420 Third Street.

65. (C) **66. (B)** **67. (B)**

★ **New** → [68–70] (BrE/M) (AuE/W)

M: Hey, I bought this shirt two days ago. I washed it just once and didn't put it in the dryer, but still it shrunk terribly. Now it's way too small. Is there any way I could exchange it for a new one?

W: I'm sorry, our exchange policy only applies to unused items, and the tag needs to be on. As to why it'd shrunk so much, are you sure you did exactly as the label says?

M: Let me check. Uh-oh. It must've been the water temperature. Well, the joke's on me I guess.

W: The good news is, those shirts are now on sale. They are half off. All sizes in stock now.

68. (C) ★ **New** → **69. (B)** **70. (B)**

Part 4 Talks

[71–73] (BrE/M)

Good afternoon, you're listening to WKZV. I'm your host, Martin Block. Now for today's local news. It's just been announced that millionaire Fernando Botero is donating money to build a new opera house in Bay City. Mr. Botero, a noted philanthropist who made a fortune in international shipping, made the announcement at a press conference. He noted that his decision was motivated by the desire to

express his gratitude to the place where he spent his childhood. Mr. Botero's representative will meet with government officials next week to finalize the details of the deal.

71. (C) **72. (B)** **73. (A)**

[74–76] (AmE/W)

As you all may know, energy costs have skyrocketed these days. Today I'd like to share some easy and cost-effective tips to reduce your home heating costs. The first is to reduce your hot water and central thermostat by about 10 degrees Fahrenheit. I'd advise replacing your thermostat with one that's programmable. You can then set the temperature lower at night than during the day. Next are the filters. Check the filters of your central air-heating unit and make sure that they are not clogged. This allows them to work more efficiently and prevents them from over-heating, which may happen as they struggle to push fresh air through their clogged area. Also, don't forget about air ducts. If you're not a hands-on person, hire a professional to clean them for you. Implementing these tips may require some effort on your part, but the payoff will be enduring and rewarding.

74. (D) **75. (B)** ★ **New** → **76. (C)**

[77–79] (AuE/W)

In today's business news, the legislature has passed a new federal law banning businesses from offering lump-sum pensions to retiring employees. The new law will apply to businesses with pension plans that are more than 30% underfinanced. Lawmakers believe that this will discourage businesses from drawing funds out of employee pension when they need additional capital or funds. Though most corporations believe the law will not have much of an impact on their daily operations or overall finances, many employees fear their pension plans may be slashed or affected. The new law will come into effect starting January 1st next year, and will affect more than 50,000 prospective retirees. Stay tuned for an in-depth analysis with Peter Rogers and Richard Wheal.

77. (B) **78. (C)** **79. (C)**

[80–82] (CanE/M)

Before we begin, I'd like to make a short announcement. As some of you already know,

Marie Kondo, head of the Operations Department, is currently away on maternity leave and will not be returning for at least another three months. As a result, we have decided to move Rick Picard from IT to her position until she returns. Personnel from both Consumer Finance and Marketing will also help as required during this period. I know this will be a bit tough. But let's try to grin and bear it because we need to make sure our service continues to live up to the reputation as the best in the business. Now, as there seems to be no questions, I'd like to proceed with a look at the monthly report as scheduled. Please look at the first of the slides.

80. (B) ★ **New** → **81. (B)** **82. (C)**

[83–85] (BrE/M)

Attention, everyone. I would like to briefly explain the new procedure for filing claims for expenses. Starting next week, the accounting department needs all staff to fill out detailed forms categorizing their business expenses. We're doing this in order to comply with the updated tax rules. Prior to traveling on business, you should get this paperwork from your department head. As the forms are more complicated than the ones currently used, I will e-mail everyone instructions on how to complete them properly. I hope this will make the changeover as easy as possible.

83. (C) **84. (B)** **85. (C)**

[86–88] (AmE/W)

Good morning, shoppers and welcome to Presgo Supermarket. Those of you new to Presgo may not know about our special One Dollar Aisle. Everything in Aisle C, just inside our main store entrance, costs just one dollar. Yes, you heard right. Not three, not two, but one dollar. And you'll be amazed at what's on offer there including leading brands! From daily household goods such as Cleanix detergent to tasty treats the whole family loves like Amigo's spicy chips. Why not check it out today? This offer cannot be combined with other discounts, and items purchased in Aisle C do not earn Victoria Card purchase points. Cash or credit welcomed.

★ **New** → **86. (C)** **87. (D)** **88. (C)**

[89–91] (CanE/M)

Hello, Ms. Campbell. This is Jim from Global Realty. You visited the semi-detached Victorian on Holywell

Street just last Friday. You said you were interested but needed some time to consider things. The thing is, a man came to view the property yesterday, saying he could sign a lease agreement anytime. Obviously the house is ideal for him. So, you'll have to make your final decision soon. If I get the greenlight from you, I'll arrange the lease signing ASAP. You will need to prepare the security deposit in full. If you decide not to go ahead, please also get in touch so I can confirm the matter with the other person. You can call or text me on this mobile number. Hope to hear from you soon.

89. (D) **90. (B)** ★ **New** → **91. (C)**

[92–94] (BrE/M)

I'm Steve Harper with all your business news. A report by Professor Jane Pauley of Brunel University has found that the key to communicating effectively in front of large groups is being prepared. While relaxation exercises or advanced speaking techniques can help with anxiety or stage fright, there is no alternative to having a comprehensive knowledge of a subject. In an experiment, those who gave 100 percent preparing for a presentation were found up to 40% more expressive and convincing than those who didn't. The difference was particularly clear when speakers had to face audience questions at the end of their presentations. At that point, well-prepared speakers did an especially good job with their topics. Now, here's Lyra O'Brien with the weather.

92. (A) ★ **New** → **93. (B)** **94. (C)**

★ **New** → **[95–97]** (AuE/W)

Hi Ellie, this is Janice from Accounting. Thanks for setting up Room D for tomorrow's presentation. The number of chairs is just correct. However, I have a favor to ask: Could you move the projector screen to the other side of the room? If it's by the windows, the afternoon sun tends to make the slides unreadable for the audience, even with the curtains drawn. The weather is reported to be cloudless tomorrow, so you may have to adjust the projector a little, but aside from the screen, the setup is perfect. If you could call me when you get back from lunch to confirm things, that would be great.

95. (B) ★ **New** → **96. (D)** **97. (B)**

★ **New** [98–100] (AmE/W)

Josh, this is Silvia Navarro from Personnel. I turned in an order for office supplies this morning, but I hope you haven't processed it yet. We have to add another four laptops to the list. I was just informed that we'll be having five new employees arriving on May 18th, and we need to have all the necessary office equipment set up for them before that date. The rest of the order seems fine as it is. I sent you an e-mail with this same request, but I'm not sure whether you've had a chance to read it. When you get a moment, please call me back to confirm whether you can make these adjustments. Thanks.

★ **New** 98. (C) 99. (C) 100. (C)

Part 5 Sentence Completion

- | | | |
|----------|----------|----------|
| 101. (C) | 102. (C) | 103. (B) |
| 104. (C) | 105. (D) | 106. (A) |
| 107. (C) | 108. (A) | 109. (B) |
| 110. (A) | 111. (C) | 112. (D) |
| 113. (D) | 114. (C) | 115. (B) |
| 116. (D) | 117. (D) | 118. (B) |
| 119. (C) | 120. (C) | 121. (A) |
| 122. (A) | 123. (B) | 124. (D) |
| 125. (D) | 126. (B) | 127. (B) |
| 128. (D) | 129. (A) | 130. (C) |

Part 6 Text Completion

- [131–134]
 131. (B) 132. (A) 133. (D)
 ★ **New** 134. (C)
- [135–138]
 135. (D) 136. (B) 137. (C)
 ★ **New** 138. (A)
- [139–142]
 ★ **New** 139. (B) 140. (C) 141. (D)
 142. (A)
- [143–146]
 143. (B) 144. (D) ★ **New** 145. (A)
 146. (B)

Part 7 Reading Comprehension

- [147–148]
 147. (B) 148. (B)
- ★ **New** [149–150]
 149. (C) ★ **New** 150. (D)
- [151–152]
 151. (C) 152. (A)
- [153–154]
 153. (B) 154. (B)
- [155–157]
 155. (D) 156. (D) ★ **New** 157. (C)
- [158–160]
 158. (B) 159. (B) 160. (D)
- [161–163]
 161. (A) 162. (D) 163. (B)
- [164–167]
 164. (C) 165. (B) 166. (C)
 167. (B)
- ★ **New** [168–171]
 168. (D) 169. (C) ★ **New** 170. (A)
 171. (D)
- [172–175]
 172. (D) 173. (D) 174. (A)
 ★ **New** 175. (B)
- [176–180]
 176. (A) 177. (B) 178. (C)
 179. (A) 180. (D)
- [181–185]
 181. (C) 182. (A) 183. (C)
 184. (C) 185. (B)
- ★ **New** [186–190]
 186. (A) 187. (B) 188. (D)
 189. (D) ★ **New** 190. (C)
- ★ **New** [191–195]
 191. (B) 192. (C) 193. (A)
 194. (D) 195. (C)
- ★ **New** [196–200]
 196. (B) 197. (A) 198. (D)
 ★ **New** 199. (B) 200. (C)