

TACTICS FOR TOEIC

Unit 10

Listening Test Part 3 – Conversations

Tactics for TOEIC – Conversations

Listening Test
Part 3

Conversations

Unit 10

FOCUS: Be aware of same word distractors

In this part of the test, the recording can often use words that are the same or have the same meaning as words in the answer choices. This may cause you to choose an answer because you heard something similar in the listening.

Test Tip

Part 3 sometimes uses the same words in the recording and answer choices, but with a different meaning

If you hear the same words in a conversation answer choice, be careful. It may not mean that this is correct.

1 Test tactic: Be aware of same word distractors

A. Quickly skim Question 1 below and underline the key words. The question and 1A have been done for you.

1. Why didn't George attend the meeting?
 - (A) He was in the Human Resources section
 - (B) He doesn't get along with Mr. Stubbs.
 - (C) He had to go to Anaheim
 - (D) He was in New York

B. Now quickly skim the tapescript on the next page to find sentences with the key words. For each one decide if it answers the question or not. Cross out the wrong answer choices. When you think you have found the answer, circle the correct answer choice. Compare your answer with a partner.

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Tapescript

- Man A: *Hey Taylor, How did the human Resources meeting go? I couldn't make it because I was on a visit to the Anaheim office.*
- Man B: *Oh, hi George. You're lucky you missed it. There was a disagreement between Mr. Stubbs and the New York team over employee numbers.*
- Man A: *Really? What was the problem?*
- Man B: *Mr. Stubbs wants to drastically cut back on the sales staff on the East Coast. Jameson and the New York team were strongly in favor of increasing staff to increase sales.*

C. Continue as above, with the remaining two questions.

2. What was the meeting about?
 - (A) A recent disagreement with employees
 - (B) A proposed trip to the East Coast
 - (C) Natural resources in the area.
 - (D) Changes in the number of workers
3. What happened during the meeting?
 - (A) An increase in the number of bargain sales was reported.
 - (B) A disagreement between staff members took place.
 - (C) An increase in the sales figures was discussed.
 - (D) A winning number was drawn.

Tactics for TOEIC – Conversations

Test Tip

Answer to Part 3 questions often use different words from the recording

The correct answer choice sometimes uses different words to say the same thing as the recording



Listening 1.29

D. Underline the key words in the following questions and answer choices. Then listen to one short conversation for each question and cross out the answer choices with similar word distractors.

1. What is the first woman looking for?
(A) The stove
(B) The coffee maker
(C) The CD player
(D) The kitchen
2. What is the woman's problem?
(A) She has received a parking ticket.
(B) She wants to sell her tickets.
(C) The show is sold out.
(D) The performance is cancelled.
3. What is the woman complaining about?
(A) She dislikes filing documents.
(B) She was given directions to the wrong place
(C) Her work is always the same.
(D) A co-worker was careless.

Follow up: Listen again and choose the correct answer. Compare your answers with your partner.

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

Tactics for TOEIC – Conversations

Test Tip

Listen to who says what

Often the answer choice will have key words used by the one of the speakers, but it may not be the speaker specified in the question. Noticing this can help you pot distractions.

2 Test Tactic: Listen for who says what

A. Quickly skim Question 1 below and underline the key words.

1. What is the man planning to do?

(A) Work in Chicago

(B) Get a new job

(C) Move away from his family

(D) Move closer to his father

Woman

Woman

Woman

Woman

Man

Man

Man

Man

Listening 1.30



B. Listen to the sample conversation and mark who says each of the key words (the man or the woman). Because the question is asking about the man's plans, the words the woman says can be ignored. Choose the best answer from the things the man says. Check you answer with your partner.

Listening 1.31



C. Continues as above, with the question below. This time it's important what the woman says.

2. What does the woman want?

(A) A red sweater

(B) A discount

(C) Free shipping

(D) A green sweater

Woman

Man

Woman

Man

Woman

Man

Woman

Man

Tactics for TOEIC – Conversations

Tactics Checklist

- ✓ Be careful if you hear the same words in the conversation as in the answer choices.
- ✓ Listen to who says what

3 Tactic Practice Listening 1.32

Use the tactics you have practiced for the next six questions. Before each passage begins use the time to a) predict the context and b) think of other ways to say the answer choices with your partner.

1. What is the woman unhappy about?
(A) She made a mistake at work
(B) The people she works with are inexperienced.
(C) She does not like her new boss.
(D) She dislikes working in the advertising field.
2. What does the man suggest?
(A) Talking to her boss.
(B) Changing to a job in advertising
(C) Looking for another job
(D) Talking with her new co-workers.

3. Why does she suspect she got the job?
(A) The supervisor liked her.
(B) She has a lot of experience.
(C) Her company has high employee number
(D) She had worked there a year.

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4. What does the woman request?
(A) A refund
(B) A receipt.
(C) A new coffee machine
(D) A discount

Tactics for TOEIC – Conversations

5. What does she say is the problem?
- (A) The machine is broken
 - (B) The cups are too small.
 - (C) She comes from a very large family.
 - (D) The unit does not make enough coffee

6. What does the man say?
- (A) The machine is broken
 - (B) She can choose a different model.
 - (C) He needs to see the receipt
 - (D) Replacing the product will take a week.



Understanding natural English

Listening 1.33

B

Mini Test



Listening 1.34

Now practice what you have learnt at the actual test speed with questions 1-12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one conversation, immediately start previewing the questions for the next conversation.

Understanding Natural English

In natural spoken English, sounds are sometimes changed, combined and dropped, listen to these sentences spoken naturally and write in the missing words.

..... take a couple of years.

..... us there in five minutes.

Tactics for TOEIC – Conversations

1. How long has the man been at his current job?
 - (A) One year
 - (B) Two years
 - (C) Six years
 - (D) Seven years
2. What are the man's future plans?
 - (A) To continue his education.
 - (B) To open his own business.
 - (C) To move to a new city.
 - (D) To change careers.
3. What does the man say about the company?
 - (A) He has learned a lot while working there.
 - (B) He plans to continue working there.
 - (C) He wants to work for the company in a different city.
 - (D) He hopes to become a manager in the company
4. Where are the speakers?
 - (A) At a bus stop
 - (B) At an auto repair shop
 - (C) At a taxi stand
 - (D) At a parking garage
5. What is the man concerned about?
 - (A) The way to get home.
 - (B) The traffic on the road.
 - (C) The cost of transportation
 - (D) The time to fix the problem.
6. What does the woman suggest?
 - (A) Going to another shop
 - (B) Using a taxi
 - (C) Waiting a few hours
 - (D) Buying a new car

Tactics for TOEIC – Conversations

7. What most likely is the man's job?

- (A) A police officer
- (B) An auto mechanic
- (C) A bus driver
- (D) A taxi driver

8. What is the problem?

- (A) The woman is in a hurry
- (B) The woman is lost
- (C) The woman is going the wrong way
- (D) The woman has missed the game

9. What will the man do next?

- (A) Buy baseball tickets
- (B) Drive to the stadium
- (C) Attend a meeting
- (D) Take a special route

10. What are the speakers discussing?

- (A) Watching sports
- (B) Driving long distances
- (C) Training for an event
- (D) Meeting relatives

11. When will the vent take place?

- (A) May
- (B) June
- (C) July
- (D) August

12. What does the man say about his brother?

- (A) He visits often.
- (B) He lives a long way from his office.
- (C) He runs a business.
- (D) He eats healthy food.

1	(A)	(B)	(C)	(D)	7	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)	8	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)	9	(A)	(B)	(C)	(D)
4	(A)	(B)	(C)	(D)	10	(A)	(B)	(C)	(D)
5	(A)	(B)	(C)	(D)	11	(A)	(B)	(C)	(D)
6	(A)	(B)	(C)	(D)	12	(A)	(B)	(C)	(D)

Tactics for TOEIC – Conversations

C Learn by doing: Requests

A. Conversations complaining about goods and services or about other things sometimes appear in Part 3. Practice the following complaints with your partner. Then change the underlined words in the conversations using the phrases from the boxes.

Complaints about good and services

Staff: Good afternoon. (1) May I help you?

Customer: Yes, I bought this (2) wallet, but (3) the zipper is broken.
(4) Could you please replace it?

Staff: Yes, that should be fine. (5) May I see your receipt?

Customer: (6) Here you are.

Staff: Thank you. Just one moment, please.

(1) Can I help you? How can I help you?	(2) jacket rice cooker	(3) It's the wrong size. It doesn't work properly.
(4) I'd like a refund. Could I exchange it?	(5) Can I see... Could I have...	(6) Here you go. Here it is.

Tactics for TOEIC – Conversations

Complaints about other things

A: How (1) is your work these days?

B: (2) I'm afraid I'm not very happy.

A: Why, what's the matter?

B: Well, (3) my manager is very demanding. He's never satisfied.

A: What are you going to do?

B: I think I may (4) try to find a new job.

(1)
... is/new apartment?
... are/classes?

(2)
Not great, I'm afraid
Not very well.

(3)
... the rent/high,
I can't afford it.
...my teacher/
tough.He gives so
much homework

(4)
... look for anew place.
... have to work
harder!

B. Now make another conversation using your own ideas.

Follow up: Write three Part 3 type questions (no answer choices) for you conversation to test other students.

Tactics for TOEIC – Conversations

Culture note

When making a complaint, it is important to state what the problem is and how you would like it resolved, in a polite way.

D Further study.

Think of something you were unhappy with recently, and write a conversation complaining about it. Write three questions (no answer choices) to test your classmates in the next lesson.

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Quiz 9

1. Choose the correct word

1. I've got a new black, leather

(A) briefcase

(B) venue

(C) custom

2. I bought a to go with my new outfit.

(A) top

(B) venue

(C) briefcase

3. I need to a report for tomorrow's meeting

(A) forget

(B) drive

(C) prepare

4. I don't doing overtime sometimes, but I don't like working every weekend.

(A) prefer

(B) mind

(C) understand

5. What kind of music do you ?

(A) mind

(B) prefer

(C) rearrange

6. I to buy some mils. Could you get some on your way home?

(A) prepared

(B) minded

(C) forgot

Tactics for TOEIC – Conversations

Quiz 9

7. Could we the meal? I'm busy this evening.

- (A) prefer
- (B) rearrange
- (C) understand

8. I don't what you're saying. Could you repeat it?

- (A) forget
- (B) understand
- (C) mind

9. the company hasn't done well this year.

- (A) Through
- (B) Unfortunately
- (C) Neither

10. Let's the document together after work.

- (A) go through
- (B) do through
- (C) be through

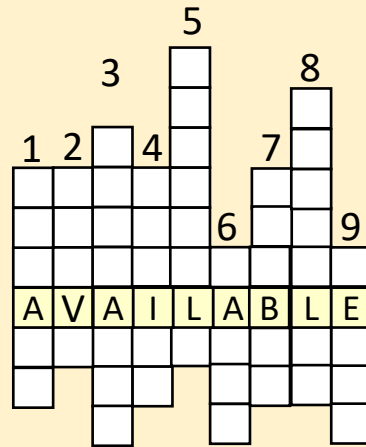
11. It's a in our office not to wear a tie on Fridays.

- (A) briefcase
- (B) custom
- (C) top

Tactics for TOEIC – Conversations

Quiz 9

2. Complete the sentences with the following words.



Clues

1. leave
2. operate a vehicle
3. on a floor above
4. ask someone to a party
5. likely to be true
6. useful
7. a person belonging to a group
8. including a lot of information
9. a place where an event is held

Next:

Tactics for TOEIC

**Listening Test
Part 4**

Talks

Unit 11