

TACTICS FOR TOEIC

Unit 7

Reading Test Part 7 – Reading Comprehension

Tactics for TOEIC – Reading Comprehension

Reading Test
Part 7

Reading Comprehension

Unit 7

FOCUS: Scanning the questions which ones to answer first.

It is essential to make the best use of your time in Part 7. Looking at the questions before you read will help you to find exactly what information you need. This will also help you to decide which questions to answer first. In this unit you will concentrate on the type of questions you should first answer – specific information questions.

Test Tip

Look at the question first

To save time, do not start reading the passage until you know exactly what you need to find.

1 Test Tactic: Answer easier questions first.

Look at the list of question types below. The number indicates the order in which you should do them to make best use of your time.

1. Specific information (positive)

These are the easiest and quickest to find the answer for. Do these first:

- *According to the author, who will use x?*
- *Where did x come from?*
- *Who will benefit from this change?*

2. Vocabulary questions

These should be answered quickly. If you don't know the word or words, guess and move on.

- *The word "x" in paragraph 1 line 3 is closest in meaning to ...*

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Test Tip

Answer questions in the most efficient order

Some question types are easier to answer than others. Answering the easiest questions first will give you information that will help you answer the difficult ones more quickly.

3. Main idea/ Inference questions

Doing the previous question types first will help prepare you for these.

- *What is the **purpose** of this memo?*
- *Why is Mr. Jones writing this letter?*
- *What **can be said/inferred** about...?*
- *Who might read this advertisement?*

4. Specific Questions (negative)

These can be the most time-consuming. Leave them till last, when you may have already got information to help you with the answers.

- *Which of the following is **NOT** true?*
- *Which of the following positions is **NOT** available?*

For each question below mark in the box the number of the question type. The first one is done for you.

1. What is the notice mainly about?

2. Where might you see this notice?

3. By when must you give notice in order to get the maximum refund?

4. What will happen if you withdraw prior to the second lesson?

5. Which of the following is NOT true?

6. The word “constitute” in paragraph 4, line 1 is closest meaning to...

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Test Tip

Pick out “key words” (nouns and verbs) in the questions

This will help you to quickly understand what you need to look for in the passage.

2 Test Tactic: Answer specific information questions (positive) first

A. Circle the specific information questions from the list below.

1. At what time does the club open?
2. The word “robust” in paragraph 1, line 2, is closest in meaning to?
3. What is the price of the guitar?
4. Who might reply to this advertisement?
5. Where did the man buy his jacket?
6. How long should the man wait for a reply?
7. What can be inferred about the woman’s job?

B. Look at the specific information questions below. First, underline the key words in the question and answer choices. Then scan the passage on the next page to find the sentence that answers the question.

1. When is the latest that notice can be given in order to get the maximum refund?
(A) Five days before the first lesson
(B) After the first lesson
(C) Before the second class
(D) Just after the second lesson?
2. What must people who want a refund on a fitness program do?
(A) Give their instructor notice that they can not attend
(B) Provide a medical reason for the request
(C) Give back their gym and pool passes
(D) Give notice prior to the mid-point of the program

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Summer program refund policy

The effective date of the withdrawal/cancellation is the date the withdrawal notice is received by the center, regardless of the date the participant stopped attending the class.

Withdrawal requests from all registered courses must be made before the second class is held. If the request is received 5 business days prior to the first class, the amount refunded will be the full amount, less the refund administration fee (\$25.00). If the request is received after the first class, but before the second class, the amount refunded will be the full amount, less the cost of the first class and less the admin fee (\$25.00). From the second lesson onwards, no refunds/credits will be issued.

If there is a medical reason for the request, it must be received prior to the mid-point of the program. Refunds for sports and the fitness programs will NOT be processed until ALL gym and pool passes have been returned.

Please note that advising an instructor or not attending a program will not constitute a notice of withdrawal.

Cash/check remittances will be refunded by check. Please allow our office 4 to 6 weeks to process your refund. Credit card refunds will go back on the original card.

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Test Tip

✓ Don't read. Look at the question first.

✓ Do the specific questions first.

✓ Pick out the key words in the questions.

✓ Scan the passage for the key words/ideas, then choose the best answer

3 Tactic Practice

Use the tactics you have practiced to answer the following questions.

1. For whom is this letter intended?
 - (A) Alberto Romero
 - (B) Benjamin Weintraub
 - (C) John Teirney
 - (D) Alex Andreas
2. What kind of job does the applicant want?
 - (A) Human resources
 - (B) Advertising
 - (C) Marketing
 - (D) Sales
3. Where did Mr. Romero want to work?
 - (A) in Britain
 - (B) in North America
 - (C) in Eastern Europe
 - (D) Alex Andreas

Question 1 – 3 refer to the letter on the next page.

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Alberto Romero
3254 Turney Road
Garfield Heights
OH 44125
USA

Dear Mr. Romero,

This is to thank you for your application to join our international sales team. Unfortunately, we must inform you that due to the large number of highly-qualified applicants that applied for the position of Eastern European sales representative, we have already filled all the positions that we advertised in the May issue of the *Human Resources Bulletin*

As you know, administrative and marketing positions in our European and Asia-Pacific offices regularly become available during the year and we would welcome your application for future international postings.

Yours truly,

Alex Andreas

p.p. Benjamin Weintraub
Human Resources Manager
London Office
John Teirney & Sons Ltd.

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B Mini Test

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



Recommended Time: 12 minutes (or less)

Try to spend no more than about 60 seconds on each item; if you don't know the answer, guess and move on. If you have time at the end review any answers you weren't sure about.

Question 1 – 3 refer to the advertisement on the next page.

1. Who would NOT be a potential customer for this company?
they expect .
(A) A couple planning a wedding
(B) A major corporation
(C) A local real estate agent
(D) A restaurant in need of new menus
2. What could customers who spends \$150 get?
(A) A 10% discount
(B) Double the number of invitation
(C) A discount on envelopes
(D) Two free sets of business cards
3. What will happen from July 1?
(A) The time the shop opens will change
(B) Fax orders will not be allowed
(C) Discount vouchers will become invalid
(D) No bonus will be given for large letterhead orders.

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Printing for your personal & small business needs

Gaines Bros Printing

A commitment to quality and service since 1959

New opening hours:

Monday to Saturday from 9 A.M. to 7 P.M.

- Business Forms
 - Business Cards
 - Envelopes
 - Folders
 - Letterhead
 - Menus
- Full Color Printing
 - Graphic Design
 - Digital Copying
 - Invitations
 - Graduation and Wedding Announcements

June-only special offers:

- **Order 10 sets of letterhead and get matching envelopes at a 50% discount**
- **Place an order worth over \$100 and receive 2 business cards or invitations for the price of 1**
- **Make a purchase over \$250 and you will receive a voucher worth 10% off your next order during the coming year**

Order by phone, fax or in person.

555-3467 • FAX 555-3478

458 Notting Drive Unit 119 • Alansburg

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Question 4 – 6 refer to the following notice.

Welcome to the Groveland library service

We would like to invite all Groveland residents to become members of the public library system.

Interested applicants should follow the procedure below to receive their library card promptly and make use of the full range of facilities.

Please complete the accompanying personal information form and submit it to the applications desk in any of the Groveland branch libraries or to your local ward office community service desk.

Within two working days (Monday – Friday) of the application being submitted:

- You will receive a library barcode number via email (enabling you to place reservations and access online database before collecting your card).

Note: you will require a PIN to place reservations and to access your record online. Please note that the default PIN number is the last four digits of your telephone number. If you would prefer to specify a different number please do so on the application form.

- Your card will be available for collection at the branch library you have nominated.

If you are under the age of 18, we require a parent or guardian's signature on a permission letter (Form 103) which will need to be brought into the library when you are collecting your card.

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4. Who would be most interested in this notice?
 - (A) Members of the public library
 - (B) Staff at the applications desk
 - (C) People who wish to borrow books
 - (D) All residents of Groveland

5. What will NOT be possible two working days after submitting the application?
 - (A) Reserving books
 - (B) Picking up a card
 - (C) Checking book availability
 - (D) Changing a PIN number

6. According to the notice, what special condition applies to children?
 - (A) They need an adult to collect their card
 - (B) They must wait until they are 18
 - (C) They must bring proof of age
 - (D) They must sign a form.

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Question 7 – 9 refer to the following notice.

Online water/sewer payment

Welcome to the Worthwood Water/Sewer Account Payment System. you can now pay your bill online via credit card using the most secure online payment system available.

Please enter your Worthwood Water/Sewer account number below, the click “Submit”. Your account number can be found in the upper left-hand corner of your bill. If you do not know your account number, please call 555-8374.

If your door has been tagged for non-payment, you must call 555-0874 to stop termination of water services.

Please do not use this Web site if your payment is intended for overdue sewer charges related to sewer certification. If you recently received a notice about unpaid sewer charges, please follow the payment instructions on the notice.

Sewer payments can be mailed to Division of Water, P.O. Box 139012, Worthwood, South Dakota 57248. Payments must be received by Feb 16.

A two dollar (\$2.00) or two percent (2%) processing fee (whichever is GREATER) will be added to your payment.

All general inquiries should be addressed to the Information Section, Worthwood Public Works Section, P.O. Box 138976, Worthwood, South Dakota 57248, or call 555-2378 (ext.124).

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7. Who would be most interested in this notice?
 - (A) People who need sewer certification
 - (B) People who don't wish to pay additional processing charges
 - (C) People who want to pay by computer
 - (D) People who wish to receive a Water/Sewer account number

8. How can customers find their account number?
 - (A) By calling 555-0874 for information
 - (B) By clicking a button on the Web site
 - (C) By checking the corner of the bill
 - (D) By looking on their sewer certificate

9. What must people with overdue sewer bills do?
 - (A) Call the Division of Water
 - (B) Pay an additional processing fee
 - (C) Address their inquiries to the information section
 - (D) Follow the instructions given

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Question 10 – 12 refer to the following notice.

Walken Student Empowerment Conference

Schedule of Events

Thursday, November 10

- 2:00PM Open Registration – *Walken University Park*
- 3:30PM Welcome and Introductions by Dean Alison Murret – *Griffen Hall*
- 4:15PM First speaker: Harry Lothian – *St. Exupery Auditorium* Chair of Economics, Senior Advisor “Transition from lecture hall to boardroom”
- 5:00PM Main speaker: Horst Van Burren – *St. Exepury Auditorium* Chairman of Alliance Department Stores “Making your way in the real world – struggles and successes.
- 6:00PM Reception with Horst Van Buren – *Vimy Atrium*
- 7:00PM Dinner at the Brownville Inn

Dear Mr. Van Buren,

I would like to take this opportunity to thank you for the very interesting and motivational talk at our conference last Thursday. I am sure the students found it particularly inspirational as they prepare to make their way in the working world.

Thank you also for the generous award donation that you made and for agreeing to present the grand prize during the reception after your talk.

I am sure I speak for the rest of the faculty and the student council when I say we would be honored if you would consider speaking at future conferences.

With sincerest appreciation and best wishes.

Yours,

Alison Murret

Alison Murret

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10. For whom was the conference probably intended?
- (A) High school students applying for the university
 - (B) Students who will soon graduate from university
 - (C) Former university students who are now working
 - (D) Company workers taking university night school courses
11. What is suggested about Mr. Van Buren
- (A) He has spoken at the university before.
 - (B) he is a teacher of Economics
 - (C) He attended Walken University as a student
 - (D) He has given some money to the university
12. In the letter, the word “rest” in paragraph 3, line 1 is closest meaning to
- (A) relaxation
 - (B) gathering
 - (C) remainder
 - (D) excess

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C Reading in Action

A. You are Sam Hong, the branch manager for Sea Star Shipping in Singapore. Read the notice your company has recently sent you and answer questions 1 – 4.

Notice

Recent weather conditions have caused delays of up to three days in some of our shipping contract. Because of this, we anticipate complaints about late delivery from our customers.

Our official policy is that we are not responsible for any costs resulting from failure to meet delivery schedules due to bad weather. This is clearly stated in all our shipping contracts.

To assist customers with especially time-sensitive deliveries, we can offer a special 50% discount on Express air freight costs. Especially valued customers may be offered a 15% discount on their next order.

1. What problem does this company have?
2. How much will Sea Star pay to customers who may have extra costs due to the delay?
3. What can the company do for customers who need quick delivery?
4. What bonus can the company offer important customers?

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B. One hour ago you received the following letter from the agent for MegaCo, one of your largest customers. Read the letter, then discuss the situation with your partner. Say what you think Mr. Hong should do. Then complete the reply to the letter of 16 February on the following page.

16 February

Mr. Hong,

We were informed that the heavy seas have delayed the delivery of product shipment SD1278 to San Francisco by an estimated three days.

This is an extremely time-sensitive shipment for our customer, and because of this we will have to pay late penalties of approximately \$7500 per day.

I am writing to inform you that we hold you responsible for these and any additional fees resulting from your failure to deliver as per our shipping contract.

I look forward to hearing from you soon.

Martha Rogers

Culture note

When refusing or giving bad news you should first apologize, e.g.

I am very sorry, but...

I'm afraid (that)...

You may then wish to offer an alternative, e.g.

Because (you are such an important customer) we are prepared to (offer you)...

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Mr. Dear Mrs. Rogers,

We received your letter of 16 February concerning consignment number **1)**..... .

We are very sorry for the unfortunate delays to your shipment, but I am afraid that we are not responsible for any **(2)** due to **(3)** This is clearly stated in your **(4)**

.....
As you are a valued customer, however, we would like to assist you as much as possible in making the delivery to **(5)** on time. We are prepared to offer you a special **(6)**

On addition to this we will give you a **(7)** off the cost of your next order.

Please let us know as soon as possible about your intentions.

Yours sincerely,

Sam Hong

D Further Study

Write a short report on how you handled the delayed shipping problem. Be prepared to describe what you did in your next lesson.

Next:

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**Listening Test
Part 1**

Photographs

Unit 8