

Example 1

Directions: Respond to questions using information provided. This part will check how well the student can respond to three related questions using the given information. This part consists of questions 6,7, and 8. Try to respond for 15 seconds right after the question is asked.

Normandy Department Store Sale Items

<i>Name</i>	<i>Original</i>	<i>Price Sale</i>
<i>Double layer mini -dress</i>	<i>\$310.00</i>	<i>\$123.90</i>
<i>Tricolor mini -dress</i>	<i>\$288.00</i>	<i>\$169.90</i>
<i>Silk knit dress</i>	<i>\$290.00</i>	<i>\$98.20</i>
<i>Floral mini dress</i>	<i>\$298.00</i>	<i>\$178.80</i>
<i>Dot dress</i>	<i>\$425.00</i>	<i>\$178.80</i>

Sale starts September 9 at 10:30 am

Hello, I was shopping online and noticed that a sale is coming up shortly.

Could you send me the list of sale items with the price?

Questions:

7. What items are mainly on sale?

8. Are pants also on sale?

9. My shopping budget is four hundred fifty dollars. What can I purchase with this budget?

Example 2

Directions: *This section of the test evaluates examinees' ability to form relevant and complete responses based on the information provided (in addition to the skills found at questions 1 - 6). Examinees will answer three questions based on information they are given (2 short and 1 long summary type). Examinees have 15 seconds to answer questions 7 and 8 and 30 seconds to answer question 9.*

Memorandum

To: Supervisors

From: Judy Linquist, Human Resource Manager

Sub: Probation periods

As of January 1st all new employees will be subject to a 3 month probationary period. Medical, holiday, and flextime benefits will not apply to new staff members until the full 3 months have expired. After the three months have been completed, please contact your employees and inform them that their probationary period has ended. The HR department will contact you by email 2 days in advance to remind you of the date. Thank you for your cooperation.

Questions:

7. What is the main purpose of this memo?
8. When does the change come into effect?
9. How will the HR department contact you?

Example 3

Directions: This section of the test evaluates examinees' ability to form relevant and complete responses based on the information provided (in addition to the skills found at questions 1 - 6). Examinees will answer three questions based on information they are given (2 short and 1 long summary type). Examinees have 15 seconds to answer questions 7 and 8 and 30 seconds to answer question 9.

(Narrator): Hello, I'm calling to ask about an advertisement for a business seminar on March 1 that I saw in the newspaper.

It's about maintaining good relations with your customers.
I would like to get some information about the seminar.



Establishing and Maintaining Good Relations in Business

Date: March 1
Location: Goodwill Building
Seminars: 9:30 A.M. Establishing Relations: A Solid Foundation, Room 101 –
Rob Morely, Goodwill Foundation.
 11:00 A.M. How to Deal With Problem Clients, Room 215 –
Dan Jones, Jones and Associates.
 12:00 P.M. Building Long-term Customer Relationships, Room 105 –
Sheri Smith, Smith Publishing House.
 OR
 12:00 P.M. Customer Relations in the 21st Century, Room 205 –
Jon Gray, Human Resource Manager
 1:00 P.M. Lunch*
 2:00 P.M. Advanced Techniques in Customer Relations, Room 110 –
Vincent Zang, Zang Consultants
 3:30 P.M. Question and Answer Session
Attendance Fee: Individuals, \$100.00
 Groups of 4 or more, \$85.00 per person

* Lunch Buffet included in attendance fee

Questions:

7. What is the cost of attendance?
8. Can you please tell me when the seminars start and finish?
9. I may be somewhat late in the morning. Can you please tell me about the morning seminars?

Example 4

Directions: In this part of the test, you will answer three questions. For each question, begin responding immediately.

FREE SUNGLASSES AND CASE

Purchase a 12 month subscription to *Vacation the Nation* today and receive a free pair of Sunnies Sunglasses with your very own soft leather case.* To get your free Sunnies follow these 3 easy steps.

1. Purchase a copy of *Vacation the Nation*, New York's #1 Travel magazine.
2. Fill out the application card (found in the center of the magazine)
3. Mail the card and \$21.95 US to the address provided

*This is a limited time offer only. Application and funds must be received no later than Dec 1st 2004. Canadian residents should add \$3 US for shipping. Offer not available for residents outside of North America.

Questions:

1. What is this advertisement for?
2. How much do the sunglasses cost?
3. Who cannot benefit from this special deal?

Example 5

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear the question. You will have 15 seconds to respond to Questions 7 and 8 and 30 seconds to respond to Question 9.

JOB OPENINGS:

Part-time jobs available at Margate Hotel near shopping center. Kitchen staff, waiters, bellhops, drivers needed. Wages range from \$10 to \$12 per hour. For further information, call the assistant manager at 555-0174.

Questions:

7. What is the advertisement for?
8. What kind of jobs do they offer?
9. What should you do to get more details?

Example 6

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear a beep. No additional preparation time is provided. You will have 15 seconds to respond to Questions 7 and 8 and 30 seconds to respond to Question 9.

Hello, I'm calling about a conference on May 27 I saw advertised in the newspaper. It's about starting your own business. I was hoping you could give me some information.

Questions:

7. Could you tell me what time the conference starts and how long it will last?
8. How much does conference attendance cost?
9. I may not be available for the full day. Could you give me information about the activities in the morning, before lunchtime?

Example 8

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear the question. No additional preparation time is provided. You will have 15 seconds to respond to Questions 7 and 8 and 30 seconds to respond to Question 9.

ELECTROGOLD CORDLESS TELEPHONE

Thank you for choosing the ElectroGold Cordless Telephone. Get ready to experience and enjoy the telephone rated number one by Consumer Communications Report.

To get the most out of your telephone, please read through the manual to learn about the dozens of new features included with your phone. These include a speakerphone in the handset and the base, a spare battery, and a message display screen. Also included is a new voice-mail indicator to alert you about new messages. Your new phone is also hearing-aid compatible and comes with adjustable volume for the handset and base speakerphone.

If you are short on time, you can just look through the Quick Guide, which has easy-to-follow picture guides of how to set up your phone and can help familiarize you with some of the most basic functions. If you have any questions about how to use these features, you can consult the Owner's Manual or just call our award-winning customer service representatives toll-free at 1-800-ELECTRO (1-800-353-2970). We are available round-the-clock to help you with any questions or concerns.

Questions:

7. What is the difference between the Quick Guide and the Owner's Manual?
8. Who is most likely the reader of the instructions?
9. What would a person who didn't have a lot of time most likely do?

Example 9

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear the question. No additional preparation time is provided. You will have 15 seconds to respond to Questions 7 and 8 and 30 seconds to respond to Question 9.

On Saturday, August 15, volunteers from your local Cancer Research Society will be collecting donations. We welcome any items, particularly furniture, electronics and household goods. If you would like to donate items, please leave them by your front door.

The pick-up schedule is as follows:

Saturday, August 15	Area Between
8 - 10 a.m.	Lincoln and Washington Blvds.
9 - 11 a.m.	Main and Coast Streets.
12 - 2 p.m.	Gregory Blvd. and Laurel Dr.
2 - 4 p.m.	17th and 20th St.
4 - 6 p.m.	Powell Ave. and Brannan Blvd.

If you have any questions, please call 888-535-1212.

Questions:

7. When will be the volunteers from the local Cancer Research Society collecting donations?
8. Where will they be collecting the items at 2-4 PM?
9. What kind of items can each individual donate?

Example 10

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear a beep. No additional preparation time is provided. You will have 15 seconds to respond to Questions 7 and 8, and 30 seconds to respond to Question 9.

Are you setting up a small business? Worried about the costs of renting office space and employing the right people?

Rebus Virtual Office World can help you. With our Basic Office Deal, we can set up a virtual office for you practically overnight.

We will give your business a professional image and our polite, friendly staff will handle your calls and present your business in the best possible way. We can provide you with: a professional business address, a local phone number and we will also handle mail.

For a more personal approach, with the option of forwarding mail and messages to your home address, don't hesitate to ask us about our Premier Office Deals.

Questions:

7. Where is the text from?
8. What does the service provide?
9. Which of the following is not included in the Basic Office deal?

Example 11

Directions: For this speaking task type, you need to respond to three questions based on the information provided. You will be given 30 seconds to read the information before the questions begin. The questions are heard only which will start after a short prompt. For example, you might



TOEIC Questions 7-9 Respond to Questions Using Information Provided

be shown a brochure for a product or service. Then the questions you will be asked as if you received a phone call from a potential customer. No preparation time will be given to you. The information will remain available on the screen for all 3 questions. For questions 7 and 8, you will have 15 seconds in order to reply. You'll have 30 seconds to respond to question 9. Your response will be evaluated for pronunciation, intonation and stress, grammar, vocabulary, relevance of content, and completeness of content.

Example: Information provided:

Main Street Annual Spring Home and Garden Show

There's something for everyone's tastes at our 3 day event starting at 8:00 AM Friday, March 17th.

We've expanded this year to cover all 6,000 square feet of Mercer Stadium. Browse hundreds of stalls with vendors demonstrating and selling all the latest products. Get all the help you need from our eager experts.

Celebrity guests: Allen Landis, Julie Ty, Ryan Bliss and the Dawson brothers of Helping Hand. Each guest will appear each day for an hour on the center stage.

Two Grand Prize draws:

1. Win a home renovation worth \$10,000.
2. Win a home landscaping makeover worth \$5,000.

Admission at the door: \$15 for one day, \$25 for 2 days, \$35 for 3 days.
Children under age 12 get in for free.

For further details visit us online at www.hometogrowwith.net

Prompt:

HEARD only:

Hi! I'm excited about this year's home and garden show. I'd be grateful if you could tell me more about the event.

Questions: HEARD only:

7. What day will the event begin and when will it end?

8. How much are each of the grand prizes worth?

9. I'm a big fan of Helping Hand. When and where will I be able to see the Dawson brothers? Are there any other celebrity guests attending?

Directions: In these questions you will be given information to read. Then you will be asked to answer three questions related to the reading.

Preparation time: 0 seconds (the information will remain on the screen throughout)

Response time: 15 seconds for 7 and 8. 30 seconds for question 9.

Information:

FREE Pet Grooming Training Session

Do you have a cat or a dog with a shaggy coat of fur? Would you like to learn how to groom your pet yourself? This weekend learn how to turn the anxiety of grooming into a bonding time for you and your pet. We will teach you how to:

- *trim stubborn nails*
- *remove nasty knots*
- *brush your pet's teeth*
- *choose the perfect brush and scissors*
- *remove tear stains from your dog's face*
- *shampoo and bathe your pet*
- *give your pet a before and after massage*

Who are we?

*Tammy and Mike Power are an animal loving couple who have volunteered their time for the protection of animals for more than 20 years. Their Chicago based pet spa **Paws 4 U** was voted #1 in the animal care category for Chicago's Best Small Businesses two years in a row. For more information on this event visit the *Pet Workshop* website at www.chicagopetworkshops.com or call Tammy Power directly at 1-800-tam-mike. No registration required.*

Special Request: *Though this event is offered free of charge, the organizers ask that you bring a pet food (or monetary) donation for the local animal shelter. Examples of other types of donations can be found on the *Pet Workshop* website.*

Questions:

7. What kind of experience do you have with animals?
8. My dog's face never looks clean. Will there be any tips for dealing with this?
9. Is there any sort of fee for taking your workshop?



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