



TOEIC Proficiency Tests

Instructor Certification

Service Quality Department

Instructor Services Division



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Test-Taking Strategies

How can a test-taker maximize their score?

- ▶
- ▶
- ▶
- ▶

Eliminate answers you know are wrong, then guess!

If you guess on **every** question:

If you eliminate **ONE** wrong answer per question, then guess:

If you eliminate **TWO** wrong answers per question, then guess:

Listening

Preview:

Predict:

Answer:

Prepare:

Reading

Timing:

Order:

Scanning:

Section I: Listening
45 minutes • 100 questions

Section II: Reading
75 minutes • 100 questions

multiple-choice assessment 2 hours • 200 questions

Part 1 - Photographs

What is the format for Part 1 of the TOEIC Listening & Reading test?

LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

PART 1


Directions:

For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Example

Sample Answer

(A) (B) (C) (D)



Statement (B), "They're talking in a group," is the best description of the picture, so you should select answer (B) and mark it on your answer sheet.

How can we help clients with this part?

- ▶ -----
- ▶ -----
- ▶ -----



Part 2 - Question-Response

What is the format for Part 2 of the TOEIC Listening & Reading test?

Directions:
You will hear a question or statement and three responses spoken in English. They will be spoken only one time and will not be printed in your test book. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

Example	Sample Answer
You will hear: "Did you call the client today?"	<input type="radio"/> A <input type="radio"/> B <input checked="" type="radio"/> C
You will also hear:	
(A) Yes, it lasted all day.	
(B) The phone is on my desk.	
(C) Yes, but she wasn't in the office.	

The best response to the question "Did you call the client today?" is choice (C).
"Yes, but she wasn't in the office," so (C) is the correct answer. You should mark answer (C) on your answer sheet.

11-13. Mark your answer below.

- 11. (A) (B) (C)
- 12. (A) (B) (C)
- 13. (A) (B) (C)

How can we help clients with this part?

- ▶ -----
- ▶ -----
- ▶ -----
- ▶ -----

Parts 3 - Conversations & 4 - Talks

What is the format for Part 3 of the TOEIC Listening & Reading test?

Directions:
You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C) or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your test book.

- 33.** What are the speakers discussing?
(A) The new recruitment policy
(B) The personnel manager
(C) The high staff turnover
(D) The workers' union
- 34.** According to the man, why is employee retention so important?
(A) It is hard to find qualified workers.
(B) It is expensive to hire and train people.
(C) It helps to boost employee morale.
(D) It lets the personnel team focus on the matter.
- 35.** What will the man most likely do next?
(A) Book a table for the team lunch.
(B) Reserve one of the meeting rooms.
(C) Go to the personnel department.
(D) Read the report on retention strategies.

Directions:
You will hear some short talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each short talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will be spoken only one time and will not be printed in your test book.

- 46.** What is the main purpose of the announcement?
(A) To explain a change to company policies.
(B) To provide data on new building regulations.
(C) To give details on new working hours.
(D) To share information about new HR staff.
- 47.** Who should contact HR?
(A) All sales staff.
(B) Employees who joined in the last six months.
(C) Staff from the New York office.
(D) Divisional managers.
- 48.** What are callers asked to have ready?
(A) Their employee number
(B) Their email address
(C) Their extension number
(D) Their original contracts

What is the format for Part 4 of the TOEIC Listening & Reading test?

How can we help clients with these parts?

- ▶ -----
- ▶ -----
- ▶ -----
- ▶ -----

Client Case Study A

Client: Junko Yamashita

Curriculum: Business Advantage 5, Lesson 12

Every Lesson Instructions	
Current Usage	Usually travels on business, she goes to prestigious universities and interacts with academics.
Future Goals	She wants to be able to present in English as well as understand the language of meetings.
Atmosphere	TOEIC focus: Got a 650 when she was a university student, hasn't taken the test since. She's looking to get 800. She'll take the test in six months.
Lesson Focus	Listening comprehension, understanding of slight nuances, speed of response

Client Profile

Occupation: Cancer Researcher

Hobbies & interests: Reading (suspense fiction), jogging

Previous trips abroad: USA, China, Malaysia, Australia

Social Style: Analytical

Part 5 - Incomplete Sentences

What is the format for Part 5 of the TOEIC Listening & Reading test?

51. you have any problems or inquiries, our experienced and dedicated customer services team can provide assistance.

- (A) May
- (B) Could
- (C) Should
- (D) Did

52. Please do not attempt to adjust the settings the machine is copying or printing documents.

- (A) during
- (B) while
- (C) even
- (D) into

53. The IT manager advocates a more advanced system for protecting the company's computer files.

- (A) confidential
- (B) informal
- (C) equipped
- (D) previous

Part 6 - Text Completion

Ballet Company Pulls Out of Tour

Royal Austin Ballet, a dance company based in the United Kingdom has cancelled its upcoming tour of the US. The company had planned to put on several shows across the nation over the next two months.

....., ticket sales were very slow, with only a few dozen seats pre-sold at most venues.

74. (A) However
 (B) Therefore
 (C) Likewise
 (D) Accordingly

Royal Austin's creative director, Lucy Fischer, described the lack of interest in the performances as disappointing. She said that the company would be better off performing for much bigger audiences in Europe and Asia.

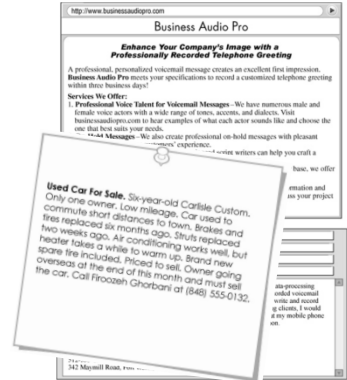
How does the format in Part 6 of the TOEIC differ from Part 5?

How can we help clients with these parts?

- ▶ -----
- ▶ -----
- ▶ -----
- ▶ -----
- ▶ -----

Part 7 - Reading Comprehension

What will Clients read for Part 7 of the TOEIC Listening & Reading test?



How can we help Clients with this part?

- ▶
- ▶
- ▶
- ▶
- ▶

Client Case Study B

Client: Takeshi Suzuki

Curriculum: Business Advantage 7, lesson 8

Every Lesson Instructions	
Current Usage	Works in the accountancy division for a large Japanese corporation that is planning to switch intercompany meetings and communication to English within the next 2 years.
Atmosphere	TOEIC focused: Has never taken the test. Would like to accurately assess his current level and has a goal to get over 800 on his first attempt.
Lesson Focus	Reading fluency, vocabulary building and pronunciation

Client Profile

Occupation: Accountant

Hobbies & interests: Kendo, video games, American dramas

Previous trips abroad: Hawaii, Germany, Poland, Belgium

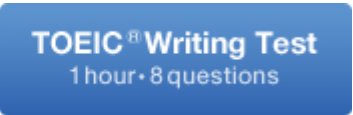
Social Style: Expressive

TOEIC Speaking & Writing Tests

What do you remember about...

TOEIC Speaking?

TOEIC Writing?



How can we help Clients prepare for these tests?

Speaking Skills

How can we help Clients improve their speaking skills?

- ▶
- ▶
- ▶
- ▶
- ▶
- ▶
- ▶
- ▶

Writing Skills

How can we help Clients improve their writing skills?

- ▶
- ▶
- ▶
- ▶
- ▶
- ▶
- ▶
- ▶



The graphic features a pink rounded rectangle with the text "TOEIC® S&W" at the top. Below this, there are two smaller images: the top one shows two women talking, with the word "Speaking" written below it; the bottom one shows a man in a suit writing, with the word "Writing" written below it. To the right of these images is a plus sign and a light green rounded rectangle containing a shield icon and the text "TOEIC Bridge® Test".

The TOEIC S&W Tests are valid assessments of English-language speaking and writing skills for business.

Client Case Study C

Client: Shoichi Honda

Curriculum: Business Advantage 7, Lesson 15

Every Lesson Instructions	
Current Usage	Works in an international office environment. Required to take TOEIC Speaking & Writing in 3 months.
Future Goals	Requires a strong command of English in his work and his employer uses the TOEIC to monitor employees English skills. Wants to take the Speaking & Writing tests to further support his English communication at work. Target proficiency level 6 (both Speaking & Writing).
Lesson Focus	Expressing opinions effectively, putting a point across in a logical manner, and pronunciation.

Client Profile

Occupation: International bank (Tokyo office)

Hobbies & interests: Travel, photography, collecting & drinking sake

Previous trips abroad: Europe, Hong Kong, USA

Social Style: Expressive



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