

Answer Key

LISTENING COMPREHENSION

PART 1 – Photographs

Try It Out p3 Track 1

1. **C** We can see a fire extinguisher (i.e., *equipment*), but the man is not *repairing* it (A). He is *squatting*, not *standing*, near the wall (B). He has not *fallen* (D).
2. **A** (B) confuses the similar-sounding *glass* and *grass*. They are *outdoors*, but they are not *exercising* (C). There is no evidence to support (D).
3. **C** (A) confuses *coffee* and a *copy*. The woman is not *stapling* anything (B). There is a copy machine, but there is no evidence to suggest she is *repairing* it (D).
4. **B** The man is *looking* at a soccer *ball*, not *watching* a soccer *game* (A). There are no *tickets* on sale (C). Only one man is playing sports (D).
5. **B** There are no people visible, so (A), (C), and (D) are incorrect.
6. **D** The helicopter doors are open, so the pilot is not *about to take off* (A). There is no evidence to support (B). No *passengers* are in view (C).

Improve Your Performance

Similar-sounding Words p8

Exercise A Track 2

1. cable/table/stable/label, 2. talk/walk/work/chalk, 3. skater/waiter/curator/freighter, 4. polluter/computer/commuter/recruiter, 5. eating/meeting/seating/heating, 6. taller/caller/smaller/trawler, 7. install/appall/crawl/enthrall, 8. awaited/debated/inflated/translated

Exercise B Track 3

1. a new packet, 2. a cup of water, 3. walking in the park, 4. something to eat, 5. the hall is clean, 6. alone in the store, 7. a copy in the drawer, 8. train is standing

Exercise C Track 4

1. Same, 2. Different, 3. Different, 4. Different, 5. Same, 6. Different, 7. Same, 8. Different

Exercise D Track 5

1. Incorrect (*weighing-wearing*), 2. Correct, 3. Incorrect (*rock-clock*), 4. Correct, 5. Incorrect (*skirt-shirt*), 6. Incorrect (*floor-door*)

Mini Test – Similar-sounding Words p9 Track 6

1. **D** (A) assumes the two cups are *coffees*, which sounds like *copies*. The woman are *working*, not *walking* (B), in the store. They are *standing* at the counter, not *sanding* it (C).
2. **D** (A) confuses the similar-sounding *coats* and *boats*. The *ocean*, not *lotion* (B), looks clear. (C) refers to cliffs but there is no *walker* in sight.
3. **C** (A) uses *light*, which sounds like *white*. The man is *holding*, not *folding* (B), the brush in his hand. He is *painting*, not *pointing* at (D), the door.

Partially True Statements p10

Exercise A Track 7

1. False. The cushions are on the *bed*. 2. False. The magazines are on the coffee table. 3. True. 4. True. 5. True. 6. True.

Exercise B Track 8

1. False. He's sitting at the desk. 2. True. 3. False. There's a *pen* in his right hand. 4. True. 5. True. 6. False. He's wearing a *long-sleeved* shirt (with sleeves partially rolled up).

Mini Test – Partially True Statements p11 Track 9

1. **A** We can see newspapers, but we can't tell if the man is *reading* one (B). The books are arranged in *rows* on the shelves. The *newspapers* are arranged in *piles* (C). The shoppers are *looking for*, not *buying* (D), something to read.
2. **C** The woman is serving a *drink*, not a *meal* (A). The passenger is *sitting in*, not *getting up from*, his seat (B). He is reaching for his *drink*, not his *computer* (D).
3. **C** The *man*, not the *woman*, is having his heart checked (A). He is *lying on*, not *sitting on*, the hospital bed (B). He is looking *away from*, not *at*, the monitor (D).

Incorrect Interpretations p12

Exercise A Track 10

1. False. We can see a *train*, and a *platform*, but the train is not *departing*. 2. False, although we might associate *conductor* and *tickets* with this scene. 3. False. We can see some *passengers*, but they are not boarding the train. 4. True. 5. False. The train is at a station, not in a *tunnel*. 6. True. [Although he could be *loading* the bags *onto* the train as well.]

Exercise B Track 11

1. False. There is a *woman*, and we can see *sandwiches*, but she is not *handing out* sandwiches. 2. True. 3. False, although the woman is *outdoors* and we might associate sandwiches with a *picnic*. 4. True. 5. False, although she is *outside* and we might associate sandwiches with *snack*. 6. False. She is pushing a cart of food, not *serving* it to anyone.

Mini Test – Incorrect Interpretations p13 Track 12

1. **C** The people in the picture are fishermen, not *tourists*, and they are not *sunbathing* (A). The boats are moored along the shore, not *sailing out to sea* (B). Two men are on their boats, but they are not *fishing* (D).
2. **D** We can see a notice board, and the woman has a pen and paper, but she is not *writing* anything (A). The notices are well ordered, but (B) is incorrect. She is holding a large file, not *filming* a large report (C).
3. **A** The man is not *drawing* (B) or *hanging* anything on a wall (C). There is a table but he is not *booking* a table (D).

Steps to Success p14

Practice 1 Track 13 B This is a restaurant, but no waitress is *serving food* (A) and the people are not *ordering a meal* (D). (C) is incorrect as only one woman is helping herself to food.

Practice 2 Track 14 A There is some equipment, but nobody is packing it away (B). No meeting is taking place (C). This is not an *office* (D).

Practice 3 Track 15 C The students are listening to a presentation, not giving the man a *present* (A). We can see computer equipment but this is not a *computer store* (B). There are drinks, but no food in sight (D).

Practice 4 Track 16 B The files are *below* the bulletin board (A). There are some *files*, not *tiles*, near the window (C). The notices are pinned to a board, not the *curtains* (D).

Practice 5 Track 17 D (A) confuses the water with *overseas*. There is a railing, but it is not *being painted* (B). The man has a drink, but no *waiter* is *pouring* anything (C).

Review Test p21 Track 18

1. **D** We can see a *couple*, but they are walking (not *working*) and there is no *bicycle store* (A). Nobody is *riding* a bike (B) or leaving a *store* (C).

2. **A** The man is not *carrying* (B) or *hanging* (C) anything. He is writing a list, but on the chart, not in his *planner* (D).
3. **B** (A) relates *tickets* with *inspectors*, but no *meeting* is taking place. The people are not shopping in a store (C). We cannot assume (D) as there is no evidence.
4. **D** This is a hotel room, not an *office* (A). The newspaper is on the desk, not the *carpet* (B). There are tables, but they are not *stacked* (C).
5. **A** The papers are pinned *on the wall* (B). (C) is incorrect as one computer is not being used. They are office workers, but they are not *attending a presentation* (D).
6. **B** The man is not *dismantling* anything (A) or *cleaning his clothes* (C). We can see *tiles*, and a *shower*, but (D) is an incorrect interpretation.

PART 2 – Question-Response

Try It Out p25 Track 19

1. **B** (A) begins Yes, but does not answer the question. (C) is an illogical response.
2. **A** (B) confuses *complain* with *campaign*. (C) confuses the noun *ad* with the past simple of the verb *add*.
3. **B** (A) answers a different question (*What time is...?*). (C) relates *discussing* with *meeting*, but refers to the topic, not the attendees.
4. **C** (A) answers a suggestion (*Shall we bring some...?*). (B) answers a different question (*Would you like a sandwich for lunch?*).
5. **B** (A) answers a different question (*How long has Mr. Lee lived in Boston?*). (C) confuses *forgive* with *live*.
6. **C** (A) confuses *Bobby* with *lobby*. (B) confuses *waiter* with *waiting*.
7. **A** (B) repeats *went*, but in a different context. (C) confuses *preparation* with *presentation*.
8. **A** (B) repeats *Washington*, but does not answer the question. (C) is an illogical response and refers to the future, not the past.
9. **B** (A) repeats *building*, but does not answer the question. (C) cannot answer a *choice* question.
10. **C** (A) relates *three years* to *a long time*, but confuses the subject and the context. (B) describes a small hotel, not a small *hotel room*.
11. **C** (A) repeats *deal*, but in a different context. (B) assumes *meal* in place of *deal*.
12. **A** (B) confuses the context, assuming *recommend* for a job application, and also confuses the subject. (C) uses *library* to relate to *novels*, but does not answer the question.
13. **C** (A) repeats *help*, but confuses the context. (B) does not answer the question.
14. **B** (A) repeats *business*, and answers a different question (*How long will you be away?*). (C) repeats *class*, but in a different context, and confuses *trying* with *flying*.

Improve Your Performance

Question Types p27

Exercise A

1. Who, 2. Why, 3. Could, 4. Whose, 5. Where, 6. has it, 7. Which, 8. What, 9. Would, 10. How, 11. Do, 12. Haven't, 13. When

Exercise B

1. h, 2. k, 3. b, 4. i, 5. f, 6. m, 7. d, 8. c, 9. e, 10. a, 11. g, 12. l, 13. j

Questions with What p28

Exercise A Track 20

1. **B** (A) answers *What size...?* but confuses *coffee* with *copy*. (C) confuses *size* with *surprise*.
2. **C** (A) repeats *old*. (B) is an illogical response.
3. **C** (A) relates *anytime* to *time*, but does not answer the question. (B) confuses the noun *books* with the verb *book* (meaning *reserve*).
4. **A** (B) repeats *plans*, but does not answer the question. (C) does not answer the question.

5. **A** (B) repeats *you like*. (C) repeats *would* and is an illogical response.
6. **C** (A) answers a different question (*How long have you worked...?*) (B) confuses the context, as this is not a job offer.
7. **B** (A) confuses the subject. (C) uses *spring* in a different context.
8. **A** (B) confuses *work alone* and *work with someone*. (C) confuses the similar-sounding words *bucket* and *budget*.

Exercise B Track 21

1. **B** (A) uses *printing* as a present participle. (C) confuses *pause* with *caused* and does not answer the question.
2. **A** (B) confuses the context, using *amount*, which sounds like *account*. (C) is an illogical response.
3. **C** (A) confuses *installed* with *called*. (B) repeats *called*, but in a different context.
4. **A** (B) relates *only take a minute* to *now*, and confuses *look* with *book*. (C) confuses *speeding* with *reading*.
5. **B** (A) misleads by relating *commendable* to *recommend*. (C) refers to the past.
6. **C** (A) answers a different question (*Why do we need...?*) and confuses *socks* with *boxes*. (B) confuses *lose* with *use*.
7. **B** (A) repeats *airport* and uses *east* to relate to *west* (which sounds like *best*). (C) relates *flying* to *airport*, but does not answer the question.
8. **A** (B) uses *dissolve*, which sounds like *resolve*. (C) relates *problem* to *mistake*, but does not answer the question.

Mini Test – Questions with What p28 Track 22

1. **B** (A) repeats *color*, but does not answer the question. (C) confuses *exceptions* with *reception*.
2. **A** (B) repeats *Florida*, but answers a different question (*When did Kim move to...?*). (C) answers the question *Was Kim in Florida?*
3. **C** (A) answers a different question (*When did the movie start?*). (B) is an illogical response.
4. **B** (A) answers a different question (*When is your review tomorrow?*). (C) does not answer the question.
5. **C** (A) answers the question *Where did you get your jacket?* (B) confuses *package* with *jacket*.
6. **A** (B) confuses *contact* with *contract*. (C) uses the past simple of the verb *win* in a different context.
7. **C** (A) confuses the verb *fit* with *in shape*. (B) uses *escape*, which sounds like *shape*.
8. **C** (A) assumes the question *What time is it?* (B) repeats *time*, but does not answer the question.
9. **B** (A) uses the verb *suggest* in the past simple. (C) confuses the context, relating *inspector* to *checkup*.
10. **C** (A) confuses the verb *accompany* with the noun *company*. (B) confuses the similar-sounding words *suspension* and *extension*.

Questions with When or Where p29

Exercise A Track 23

1. **A** (B) confuses *start your own business* with *start-up businesses*. (C) refers to the future.
2. **C** (A) answers the question *When did they arrive?* (B) confuses *driving* with *arriving*.
3. **B** (A) uses *position* and *vacant*, which relate to the context, but confuses the subject, and confuses *advised* with *advertised*. (C) does not answer the question.
4. **B** (A) confuses *directions* with *director's*. (C) confuses the noun and verb *talk*.
5. **A** (B) does not answer the question. (C) refers to the past.
6. **B** (A) confuses *shut* with *cut*. (C) relates to the context, but answers a different question (*How much...?*).
7. **B** (A) uses *ship* to relate to *shipment*. (C) confuses *equipment* with *shipment*.
8. **C** (A) confuses *convention* with *mentioned*. (B) repeats the verb *mention*, but does not answer the question.

Exercise B Track 24

1. **A** (B) repeats *order*, but confuses *replacing* with *place*. (C) confuses the subject.
2. **C** (A) uses *new*, which sounds similar to *blue*. (B) does not answer the question.
3. **A** (B) and (C) use similar-sounding words (both *choose* and *news* sound like *shoes*).
4. **B** (A) answers a different question (*Why did...?*). (C) confuses *fall* with *call*.
5. **A** (B) does not answer the question. (C) repeats *results*, and assumes they have been received already.
6. **C** (A) does not answer the question. (B) repeats *afternoon*.
7. **B** (A) uses *vote*, which sounds similar to *quote*. (C) relates *revised* to *rewrite* and confuses *notes* with *quote*.
8. **A** (B) does not answer the question. (C) confuses *hard sell* with *hotel*.

Mini Test – Questions with When or Where p29 Track 25

1. **C** (A) relates the *States* to *San Francisco*, and confuses *leaving* with *live*. (B) is an illogical response.
2. **B** (A) relates *classical music* to *concert hall*, but uses *time (for)* and does not answer the question. (C) repeats *concert*, but answers a different question (*When will the concert start?*).
3. **C** (A) answers a different question (*When were these books printed?*). (B) confuses *cooks* with *books*.
4. **B** (A) confuses *walk* with *work*. (C) does not answer the question.
5. **C** (A) repeats *get back to*, but in a different context (*resume* rather than *return*). (B) does not answer the question.
6. **C** (A) answers the question *Where...?* (B) uses *degrees* (temperature) rather than a *degree* (qualification).
7. **B** (A) confuses *discount* with *account*. (C) relates to *time* and repeats *Shanghai*.
8. **A** (B) answers a different question (*Why is the discussion being held?*). (C) confuses *discussion* with *Russian*.
9. **B** (A) does not answer the question. (C) confuses the context, referring to means of transportation.
10. **C** (A) confuses *reviewed* with *renew*, and *censorship* with *membership*. (B) answers a different question (*How long have you...?*).

Questions with Who, Whose, Why, or Which p30

Exercise A Track 26

1. **B** (A) relates *tell* to *told*, but does not answer the question. (C) confuses *survey* with *birthday*.
2. **C** (A) relates *clothing* to *clothes*, which sounds like *close*. (B) answers a different question (*When will the company close?*).
3. **B** (A) relates *hungry* to *eat*, and (C) repeats *idea*, but neither answers the question.
4. **A** (B) confuses *deadline* with *airline*. (C) relates to flying, but answers a different question (*Why are you going...?*).
5. **B** (A) relates *letters* to symbols rather than correspondence, and assumes *make out* (meaning *distinguish*) instead of *send out*. (C) does not answer the question.
6. **A** (B) confuses *blue* with *new*. (C) confuses *stairs* with *chairs*.
7. **C** (A) confuses *yours* with *doors*, and is an illogical response. (B) confuses the adjective *close* with the verb.
8. **B** (A) repeats *company* and confuses *resigned* with *design*. (C) repeats *website* and confuses *lose* with *use*, relating *designs* (drawings) to *design* (company).

Exercise B Track 27

1. **A** (B) repeats *way*, but does not answer the question. (C) uses *way* in a different context.
2. **B** (A) refers to the past. (C) refers to a different subject.
3. **A** (B) uses the noun *orders* (meaning *instructions*) to relate to the verb *order*. (C) does not answer the question.
4. **C** (A) confuses that with *sat* and repeats *desk*, answering the question *Who...?* (B) repeats *sandwich*.
5. **B** (A) confuses the adjective *safe* (meaning *secure*) with the noun *safe*. (C) answers a different question (*Where is the key to the safe?*).

6. **B** (A) confuses *room* (meaning *space*) with *room* (in a building). (C) is an illogical response.
7. **A** (B) repeats *their office* and confuses *door* with *floor*. (C) does not answer the question.
8. **A** (B) refers to the same subject, but is an illogical response. (C) confuses *marking* with *marketing*.

Mini Test – Questions with Who, Whose, Why, or Which p30 Track 28

1. **B** (A) repeats *orange* relating to color, not the fruit. (C) does not answer the question.
2. **C** (A) confuses *nominations* with *negotiations*. (B) does not answer the question.
3. **A** (B) repeats *bulbs*, but does not answer the question. (C) confuses *right* with *light*.
4. **B** (A) relates *permission* to *permit*, but confuses the subject. (C) repeats *parking* and *reception*, but confuses *right* (direction) with *left* (the past of the verb *leave*).
5. **B** (A) confuses *daughter* with *doctor*. (C) does not answer the question.
6. **A** (B) confuses *mask* with *flask*. (C) confuses the subject.
7. **B** (A) repeats *black*, but is an illogical response. (C) repeats *suitcase*.
8. **C** (A) refers to a different subject. (B) does not answer the question.
9. **A** (B) confuses *by* with *buy*. (C) relates *parking lot* to *car*, but is an illogical response.
10. **C** (A) does not refer to the past. (B) relates *in time* to *late* and confuses *quality* with *coffee*.

Questions with How p31

Exercise A Track 29

1. **C** (A) repeats *old*, but refers to the company and does not answer the question. (B) answers a different question (*When was the company founded?*).
2. **B** (A) repeats *report*, but as a verb, not a noun, and relates *right away* to *soon*. (C) does not answer the question.
3. **B** (A) answers a different question (*How long did you stay in Singapore?*). (C) repeats *hotel*, but answers the question *How was...?* not *How much was...?*
4. **C** (A) confuses *skating* with *waiting*. (B) confuses the subject and relates *How long* to *length* rather than *time*.
5. **B** (A) refers to a different subject and uses *seat* as a noun rather than a verb. (C) does not answer the question.
6. **A** (B) repeats *place* but does not answer the question. (C) answers a different question (*How often do you go to the fitness center?*).
7. **A** (B) confuses the subject and is an illogical response. (C) confuses *find* (opposite of *lose*) with *find out about* (meaning *hear about*).
8. **C** (A) repeats *often*, but is an illogical response as *abroad* is not a place. (B) does not answer the question.

Exercise B Track 30

1. **B** (A) repeats *place*, but in a different context, and (C) confuses *race* with *place*. Neither answers the question.
2. **C** (A) confuses *lost* with *cost*. (B) repeats *cost*, but confuses the verb *repackage* with the noun *package*.
3. **A** (B) refers to *quality*, not *quantity*. (C) confuses *inefficient* with *sufficient*.
4. **A** (B) relates *play* and *instruments* to *musical*. (C) confuses *musician* and *musical* and does not answer the question.
5. **B** (A) mistakenly assumes *been* is the past participle of the verb *go*. (C) answers a different question (*Have you been often?*).
6. **C** (A) confuses *fun* with *run*, and is an illogical response. (B) confuses the adjective *late* with the adverb.
7. **A** (B) uses the same verb, *work* (meaning *function*), but does not answer the question. (C) assumes there is a problem with the fax machine.
8. **C** (A) repeats *songs*, but does not answer the question. (B) confuses *disagree* with *CD*.

Mini Test – Questions with How p31 Track 31

1. **C** (A) repeats *last*, but as an adjective (meaning most recent). (B) relates *How long* to distance instead of time.
2. **B** (A) does not answer the question. (C) is an illogical response.
3. **A** (B) refers to the future. (C) repeats *vacation* and confuses *plumber* with *summer*.
4. **A** (B) repeats *order* but does not answer the question. (C) uses *placed* (meaning positioned) and the noun *order* (meaning position).
5. **C** (A) and (B) use similar-sounding words (both *infection* and *impression* sound like *recession*).
6. **C** (A) relates *How long* to distance instead of time. (B) assumes *walking* rather than *working* in the question.
7. **C** (A) incorrectly assumes an offer has been made. (B) does not answer the question.
8. **A** (B) confuses *whether* with *weather*. (C) does not answer the question.
9. **B** (A) confuses *intern* with *interested*. (C) refers to the past.
10. **B** (A) confuses *postage* with *post office* and does not answer the question. (C) is an illogical response.

Yes/No Questions p32

Exercise A Track 32

1. **A** (B) relates *sitting* to *seat*, and confuses *below* with *window*. (C) repeats *seat*, but does not answer the question.
2. **A** (B) uses the verb *suit* instead of the noun. (C) is an illogical response.
3. **C** (A) relates the adjective *brief* to *briefcase*. (B) confuses *screen* with *seen*.
4. **B** (A) does not answer the question. (C) confuses *driving* and *arriving*.
5. **B** (A) is an illogical response. (C) relates *France* to *Paris*, but confuses *trade* with *delayed*.
6. **A** (B) relates *food* to *meal*, but does not answer the question. (C) confuses *feel* with *meal*.
7. **C** (A) repeats *help*, but confuses the context. (B) confuses *hat* with *that*.
8. **B** (A) uses *tall*, which sounds like *call*. (C) confuses the subject and uses the adjective *called* (meaning *named*) instead of the verb *call*.

Exercise B Track 33

1. **B** (A) uses *here*, which sounds like *hear*. (C) confuses *arm* with *alarm*.
2. **B** (A) confuses *recommended* with *recommend*. (C) relates *food* to *restaurant* but is an illogical response.
3. **A** (B) uses *admire*, which sounds like *hire*. (C) does not answer the question.
4. **B** (A) confuses *comparing* with *repairing*. (C) uses *proof*, which sounds like *roof*.
5. **B** (A) incorrectly relates the noun *book* with *reservation*. (C) repeats *would* but confuses the subject.
6. **C** (A) uses *committee*, which sounds like *city*. (B) repeats *city*, but does not answer the question.
7. **A** (B) relates *hungry* to *kitchens*. (C) assumes the kitchens needed to pass the inspection, which is not the case as they were only due to be *checked*. [Some distractors on the TOEIC test are deliberately hard to spot.]
8. **A** (B) relates *running* to a *race*. (C) does not answer the question.

Mini Test – Yes/No Questions p32 Track 34

1. **B** (A) confuses *improving* with *moving*. (C) uses *fraud*, which sounds similar to *abroad*.
2. **C** (A) does not answer the question. (B) repeats *now*, but is an illogical response.
3. **A** (B) and (C) are both illogical responses.
4. **C** (A) confuses *hired* with *higher*, and the name *Bill* with the noun *bill*, relating *electrician* to *electric*. (B) repeats *electric* and relates *expect* to *expected*.
5. **B** (A) confuses *faded* with *upgraded*. (C) does not answer the question.

6. **A** (B) uses *seats*, which sounds similar to *receipts*. (B) is an illogical response.
7. **C** (A) confuses *stated* with *stapler*. (B) uses the verb *pass*, but in a different context.
8. **C** (A) gives the price, but does not answer the question. (C) relates *presentations* to *conference*, but again does not answer the question.
9. **B** (A) repeats *seven*, but referring to a number, not a time. (C) repeats *tonight*, but does not answer the question.
10. **A** (B) repeats *time*, but does not answer the question. (C) is an illogical response.

Choice Questions p33

Exercise A Track 35

1. **B** (A) confuses the subject. (C) repeats *credit*, but does not answer the question.
2. **B** Neither (A) nor (C) can answer a *choice* question.
3. **C** (A) relates *tired* with *rest*, and confuses *walking* with *working*. (B) repeats *would like* but fails to answer the question.
4. **A** (B) confuses *room* (meaning *space*) with *room* (in a building). (C) repeats *Sunday* and confuses *soon* with *room*.
5. **B** (A) uses *associate*, which sounds like *negotiate*. (C) repeats *price*, but does not answer the *choice* question.
6. **C** (A) cannot answer a *choice* question. (B) mistakenly relates *there* to two different locations.
7. **A** (B) confuses the subject. (C) refers to a bus *stop*, but does not answer the question.
8. **C** (A) confuses the time with the number of people. (B) confuses *eight* with *late* and does not answer the question.

Exercise B Track 36

1. **A** (B) assumes the salad has been chosen already. (C) is an illogical response.
2. **B** (A) cannot answer a *choice* question. (C) repeats *lunch* and confuses *eating* with *meeting*.
3. **C** (A) answers a different question (*When does this report need to be printed?*). (B) relates *colorful* to *color*, but is an illogical response.
4. **A** (B) is an illogical response. (C) confuses *commissioning* with *conditioning*, and relates *closed* to *open*.
5. **A** (B) repeats *priority*, but fails to answer the question. (C) does not answer the question.
6. **B** (A) fails to make a choice. (C) relates *purchase* to *buy*, but refers to the past.
7. **C** (A) repeats *e-mail*, and uses *hacked*, which sounds a little like *fax*. (B) does not answer the question.
8. **B** (A) repeats *express* and *airport*, but does not answer the question. (C) answers a different question (*How long does it take to get to the airport?*).

Mini Test – Choice Questions p33 Track 37

1. **C** (A) relates *kitchen* to *food*, but is an illogical response. (B) does not answer the *choice* question.
2. **C** (A) and (B) are both illogical responses.
3. **B** (A) refers to the topic, but does not answer the question. (C) answers a different question (*When will the order arrive?*).
4. **A** (B) cannot answer a *choice* question. (C) repeats *tomorrow*, but does not answer the question.
5. **A** (B) uses *premium*, which sounds like *medium*. (C) repeats *try*, but in a different context.
6. **A** (B) relates *confirmation* to *confirm*, but does not answer the question. (C) relates *mail* to *letter*, but refers to an unknown *it*.
7. **C** (A) uses the verb *ask* and confuses *backup* with *bathtub*. (B) repeats *shower*, but with a different meaning.
8. **B** (A) confuses the context. (C) relates *more* to *further*, and confuses *hall* with *all*.
9. **C** (A) uses *daughter*, which sounds like *water*. (B) repeats *vacation* and relates *ocean* to *water*.
10. **A** (B) relates *staff cuts* to *cut staff*, but refers to the past. (C) repeats *president*, but is an illogical response.

Tag Questions p34

Exercise A Track 38

1. C (A) is an illogical response. (B) confuses *voted* with *promoted*.
2. B (A) does not answer the question. (C) repeats *get* and *resources*, but confuses the subject.
3. A (B) confuses the adjective *moving* (meaning *emotional*) with the verb *to move* (homes). (C) refers to the future.
4. B (A) confuses *heating* with *meeting*, and relates *tired* to *boring*. (C) refers to the future.
5. C (A) confuses *view* with *review* and fails to answer the question. (B) repeats *performance*, but assumes this to mean a concert.
6. A (B) uses *profession*, which sounds like *recession*. (C) relates *opportunity* to *chances*, but is an illogical response.
7. C (A) confuses *leather*, which sounds like *weather*. (B) confuses *don't you think with would you like a drink*.
8. B (A) confuses *style* with *file*. (C) answers a different question (*Would you like me to get the file?*).

Exercise B Track 39

1. B (A) refers to the same subject, relating *locked* to *key*, but does not answer the question. (C) confuses *cleaned* with *seen*.
2. C (A) confuses the subject, and the verb *live* with *leave*. (B) relates *coach* (meaning *manager*) to *bus* and *flight* to *airport*.
3. B (A) repeats *expensive*, but is an illogical response. (C) confuses *brought* with *thought*, and refers to a different subject.
4. A (B) confuses *sources* with *losses* and (C) repeats *losses*, but neither answers the question.
5. B (A) uses *surprised* which, sounds similar to *supplies*, but does not answer the question. (C) confuses *prize* with *supplies*.
6. C (A) repeats *come in*, but in a different context. (B) refers to the same subject, but misleads by relating *eight* to *late*.
7. B (A) uses *Linguistics*, which sounds a little like *statistics*. (C) is an illogical response.
8. C (A) repeats *books*, but confuses the context. (B) relates *booked* (*in*) to *books*.

Mini Test – Tag Questions p34 Track 40

1. A (B) refers to the *finance*, not *accounts*, department. (C) confuses the context, linking *put through* with *transfer* (a call).
2. C (A) relates *exterior* to *internal*. (B) uses *through*, which sounds similar to *review*.
3. B (A) confuses *bribe* with *subscribe*. (C) relates *articles* to *journal*, but does not answer the question.
4. B (A) does not answer the question. (C) confuses *mixed* with *fixed*.
5. B (A) repeats *late*, but is an illogical response. (C) relates *early* to *late*, but does not answer the question.
6. C (A) confuses the context. (B) repeats *twenty percent*, but does not answer the question.
7. B (A) relates *on the left* to *map* and confuses *committee* with *city*. (C) repeats *map*, but does not answer the question.
8. A (B) confuses *chance* with *France*. (C) relates *damage* to *package*, but fails to answer the question.
9. C (A) uses *glasses*, which sounds a little like *badges*. (B) repeats *table* but as a verb.
10. A (B) relates *old notes* to *new notebook*. (C) repeats *new*, and confuses *consumers* with *computer*.

Negative Questions and Embedded Questions p35

Exercise A Track 41

1. B (A) confuses *daughter* with *doctor*. (C) refers to the past.
2. C (A) relates the verb *account* to the noun *accounts*. (B) answers a different question (*... when last year's accounts were done?*).
3. A (B) relates *proposal* to *propose*. (C) repeats *tell*, but is an illogical response.
4. A (B) uses *compare*, which sounds similar to *somewhere*. (C) uses the verb *see* but with a different meaning.
5. A (B) relates *update* to *older version*. (C) relates *download* to *update*.
6. B (A) repeats *get in*, but refers to a different subject. (C) relates *plane* to *flight*, but answers a different question.

7. C (A) relates *final* to *last* and confuses the subject. (B) repeats *discount*, but as a verb meaning *ignore*.
8. B (A) confuses *far* with *car*. (C) relates *park* to *parked*, but is an illogical response.

Exercise B Track 42

1. B (A) relates *already* to *yet* and *copies* to *copy*, but confuses *prepared* with *repair*. (C) confuses the subject.
2. A (B) relates *online* to *website* but is an illogical response. (C) confuses *flashing* with *crashing*.
3. C (A) uses *cooperate*, which sounds similar to *operate*. (B) does not answer the question.
4. A (B) repeats *available*, but confuses the subject. (C) relates to a restaurant, not a hotel room.
5. C (A) refers to the past. (B) confuses the context.
6. A (B) repeats *complete*, but is an illogical answer. (C) uses *disagree*, which sounds similar to *degree*.
7. C (A) relates *job* to *work* but does not answer the question. (B) confuses *health* with *yourself*.
8. B (A) confuses *entrance is* with *references*. (C) confuses *main entrance* with *maintenance*.

Mini Test – Negative Questions and Embedded Questions p35 Track 43

1. B (A) is an illogical response. (C) confuses the context.
2. A (B) uses *chart*, which sounds similar to *art*. (C) is an illogical response.
3. B (A) repeats *change*, but as a noun (meaning *coins*) rather than a verb. (C) relates *supplies* to *supplier*.
4. C (A) relates *put* to *deposit* as a verb, and confuses *closet* with *deposit*. (B) fails to answer the question.
5. B (A) confuses *removed* with *approved*. (C) relates to the verb *tell*, but meaning *discern* rather than *inform*.
6. C (A) answers a different question (*When did you go to...?*) (B) confuses *far* with *car* and is an illogical response.
7. A (B) does not answer the question. (C) confuses *post office* with *main office*.
8. B (A) confuses the subject. (C) answers a different question (*When was the concert canceled?*).
9. A (B) is an illogical answer. (C) does not answer the question.
10. B (A) does not relate to her reason for quitting, so does not answer the question. (C) does not answer the question.

Statements

Exercise A p36 Track 44

1. 1. Correct, 2. Incorrect, 3. Incorrect, 4. Correct, 5. Incorrect, 6. Correct
2. 1. Incorrect, 2. Incorrect, 3. Correct, 4. Correct, 5. Incorrect, 6. Incorrect
3. 1. Correct, 2. Incorrect, 3. Correct, 4. Incorrect, 5. Correct, 6. Incorrect
4. 1. Incorrect, 2. Incorrect, 3. Correct, 4. Correct, 5. Incorrect, 6. Incorrect
5. 1. Incorrect, 2. Correct, 3. Incorrect, 4. Correct, 5. Incorrect, 6. Incorrect
6. 1. Correct, 2. Incorrect, 3. Correct, 4. Incorrect, 5. Correct, 6. Incorrect
7. 1. Incorrect, 2. Correct, 3. Correct, 4. Incorrect, 5. Incorrect, 6. Incorrect
8. 1. Incorrect, 2. Correct, 3. Incorrect, 4. Correct, 5. Incorrect, 6. Correct

Exercise B p37 Track 45

1. C (A) is an illogical response. (B) relates *print* to *printer*, and repeats *files*.
2. A (B) repeats *back to the office*, but confuses the subject. (C) relates *meal* to *bite to eat*, but confuses the context.
3. C (A) confuses *equipment* with *shipment*. (B) relates *cruise* to *shipment*.
4. B (A) uses *coffee*, which sounds like *cough*. (C) confuses the context.

5. **A** (B) assumes the meeting already happened. (C) repeats *one* and is an illogical response.
6. **C** (A) refers to the past. (B) repeats *sales*, but is an illogical response.
7. **A** (B) confuses *emigration* with *vacation*, repeating *Europe* but confusing the context. (C) confuses the subject.
8. **B** (A) relates *planned* to *plans*, and *rest* to *investment*. (C) confuses *assessment* with *investment* and *bidder* with *consider*.

Exercise C p37 Track 46

1. **B** (A) uses *down*, which sounds like *town*, and is an illogical response. (C) confuses *west* with *best*.
2. **C** (A) relates *getting better* to *improved*, but confuses the subject and the context. (B) repeats *control* and confuses *moved* with *improved*.
3. **A** (B) uses *there* instead of *here* and so is an illogical response. (C) confuses the subject.
4. **C** (A) is an illogical response as no complaint is appropriate. (B) confuses the number of hours with the number of people.
5. **B** (A) uses *food back*, which sounds like *feedback*. (C) repeats *positive*, but is an illogical response.
6. **A** (B) repeats *red*, but is an illogical response. (C) uses *supply*, which sounds like *tie*.
7. **B** (A) confuses *whether* with *weather*, and relates *have* to *having*. (C) confuses *leather* with *weather*.
8. **C** (A) relates *lost* to *find*, and uses *imagine*, which sounds similar to *expansion*. (B) confuses *plants* with *plan*.

Mini Test – Statements p37 Track 47

1. **C** (A) repeats *production*, but assumes the meaning *stage show*. (B) confuses *reduction* with *production*.
2. **A** (B) uses *tax*, which sounds like *fax*. (C) repeats *moment* and is an illogical response.
3. **B** (A) confuses the subject and assumes *going away on business*. (C) relates *processed* to *processing* and repeats *business*.
4. **A** (B) relates *finishing* to *finished*. (C) repeats *chairs*. It also relates *backs* to *back* and *board* to *boardroom*.
5. **B** (A) states general working practices and is not a logical response. The verb *show* in (C) relates to *showed up* (meaning *turned up*).
6. **A** (B) uses *remember*, which sounds like *November*; repeats *Taiwan*; and relates *trip* with *visit*. (C) relates *month* to *months* but is an illogical response.
7. **B** (A) confuses *contact* with *contract*. (C) uses *resigned*, which sounds like *signed* and confuses the subject.
8. **A** (B) is illogical as the call is not on hold. (C) relates *manager* to *bank*.
9. **B** (A) relates *taxi* to *truck*. (C) confuses *taken down* with *broke down*.
10. **C** (A) relates *stop* to *allow*. (B) repeats *time* but is an illogical response.
11. **A** (B) uses *disrespect*, which sounds like *expect*. (C) relates *questionnaires* to *survey*.
12. **B** (A) confuses *house* with *housed*. (C) repeats *workers*, and uses *building* as a gerund instead of a noun.

Words with Multiple Meanings

Exercise A p38 Track 48

1. b, 2. a, 3. a, 4. a, 5. b, 6. a, 7. b, 8. a, 9. b, 10. b

Exercise B p38

1. bill, 2. date, 3. act, 4. call, 5. mean, 6. top, 7. flat, 8. record, 9. fairly, 10. raise

Mini Test – Words with Multiple Meanings p38 Track 49

1. **A** (B) repeats *first* and confuses the verb *call* (meaning *to telephone*) with the meaning *to refer to*. (C) uses the noun *call* and relates *last* to *first*, making the collocation *last call*.
2. **B** (A) confuses *date* (meaning *appointment*) with the meaning *day of the month*. (C) confuses the noun *date* with the verb.
3. **C** (A) repeats *safe*, but does not answer the question. (B) confuses the noun *safe* with the adjective.

4. **C** Both (A) and (B) confuse the adjective *funny* (meaning *odd*) with the meaning *amusing*.
5. **B** (A) repeats *vision*, but with the meaning *eyesight* rather than *goal*. (C) relates *see* to *vision*, repeating *few years*.
6. **B** (A) relates to *act*, but as a noun meaning *part of a play* rather than the verb (meaning *take action*). (C) uses the verb *act* meaning *behave*.
7. **A** (B) uses *top* as a noun meaning *upper surface*. (C) uses the adjective *top* meaning *most skilled*.
8. **B** (A) repeats *record* as a noun rather than a verb (meaning *note*). (C) also uses the noun *record*, but with the meaning *best performance*.
9. **C** (A) confuses the verb *raise* (animals) with the meaning *increase*. (B) uses *raise* as a verb meaning *lift to a higher position*.
10. **C** (A) confuses the adjective *fit* (meaning *healthy*) with the verb *fit* meaning *be the right size*. (B) misleads by relating the verb *fit* to the verb *suit*, meaning *go with or match*.
11. **A** (B) confuses the noun *fair* with the adverb *fairly*. (C) repeats *fairly* but as an adverb meaning *quite* rather than an adverb meaning *in a fair way*.
12. **A** (B) repeats *good*, but with the meaning *kind* rather than *high-quality*. (C) repeats *good* meaning *beneficial*.

Similar-sounding Words

Exercise A p39 Track 50

1. express/address/assess/distress, 2. deeply/cheaply/uniquely/weekly, 3. intend/depend/offend/pretend, 4. goes/clothes/propose/chose, 5. career/cashier/appear/sincere, 6. display/delay/convey/bouquet, 7. arrange/change/strange/exchange, 8. piece/decrease/lease/police, 9. vacation/inflation/donation/location, 10. condone/outgrown/postpone/unknown

Exercise B p39

1. C – mind, kind, signed, 2. B – collect, correct, checked / to, two, 3. C – cup, couple / coffee, copy, 4. B – arrival, survival / time, crime, 5. C – associate, negotiate, appropriate / meet, complete, eat, 6. C – competitive, repetitive / field, yield, 7. B – award, restored / turn out, throughout, 8. B – seasoned, refund / guide, ride / escort, short

Mini Test – Similar-sounding Words p39 Track 51

1. **B** (A) confuses *offend* with *intend* and *involved* with *resolve*. In (C), *tissue* sounds similar to *issue*.
2. **B** (A) confuses *lease* with *police*. (C) confuses *contract* with *contact*, and relates *legal* to *police*.
3. **B** (A) confuses *persevere* with *year*. (C) confuses *trained* with *complained*.
4. **B** (A) uses *declaration*, which sounds similar to *donation*. (C) confuses *tested* with *suggested*.
5. **C** (A) and (B) use similar-sounding words (*bouquet* and *today* sound similar to *display*).
6. **A** (B) and (C) use similar-sounding words (*selective* and *subjective* sound similar to *defective*).
7. **C** (A) confuses *arrives* with *survives*. (B) repeats *do* and confuses *four* with *sure*.
8. **C** (B) and (C) use similar-sounding words (*emigrates* and *celebrates* sound similar to *delegates*).

Homophones

Exercise A p40 Track 52

1. a, 2. a, 3. b, 4. a, 5. b, 6. a, 7. b, 8. b, 9. b, 10. a
[In British English, *story* has the meaning *tale*. A floor of a building is a *storey*.]

Exercise B

1. C – break, brake, 2. A – pour, poor, 3. A – seen, scene, 4. C – sum, some, 5. C – flu, flew, 6. B – high, hi, 7. A – waste, waist, 8. B – passed, past

Mini Test – Homophones p40 Track 53

1. **A** (B) confuses the noun *grate* with the adjective *great*. (C) confuses *feat* with *feet*.

2. **C** (A) confuses the adjective *plain* with the noun *plane*. (B) confuses the context.
3. **B** (A) confuses the preposition *through* with the past simple *threw*. (C) confuses *hour* with *our*.
4. **B** (A) relates *eyesight* to *sight* and *worse* to *sore*. (C) confuses *site* with *sight*.
5. **C** (A) confuses *flower* with *flour*. (B) confuses *They're* with *there*.
6. **C** (A) confuses the verb *steal* with the noun *steel*. (B) confuses the noun *maid* with the past simple *made*.
7. **A** (B) confuses *too* with *two*. (C) is an illogical response, repeating *dinner* and relating *three* to *two*.
8. **C** (A) is an illogical response, repeating *do we*. (B) confuses *bank* with *riverbank*.

Steps to Success p41

Practice 1 Track 54 Warm-up: What time, meet, lunch / at one o'clock, after the presentation, C

Track 55 Practice: C

Practice 2 Track 56 Warm-up: Who, going, convention / Sandra, nobody, A

Track 57 Practice: B

Practice 3 Track 58 Warm-up: Where, office / on the left, on the 4th floor, A

Track 59 Practice: B

Practice 4 Track 60 Warm-up: Is it, worth, taxi / yes, it's quicker, maybe, C

Track 61 Practice: A

Practice 5 Track 62 Warm-up: I don't know, delivery, expected / tomorrow, call to ask, B

Track 63 Practice: B

Review Test p48 Track 64

1. **B** (A) confuses *stopping* with *shopping*. (C) refers to the past, answering the question *Didn't you...?*
2. **C** (A) answers a different question (*When did Susan leave the office?*). (B) repeats *office* and *back*, but also answers a different question (*Does Susan have an office here?*).
3. **A** (B) is responding to a question, and relates *afternoon* to *morning*. (C) confuses the context.
4. **C** (A) refers to a different subject and is an illogical response. (B) answers a different question (*How long will the presentation take?*).
5. **A** (B) confuses *reception* (meaning *lobby in an office building*) with the meaning *welcome party*. (C) is an illogical response, as the group has already arrived.
6. **C** (A) confuses the subject. (B) relates *emotional* to *moving*, but assumes this to be an adjective (meaning *touching*) rather than the present participle of *move*.
7. **B** (A) confuses *lived* with *leave*. (C) confuses the subject and is an illogical response.
8. **B** (A) and (C) use similar-sounding words (*sign* and *lines* sound similar to *designs*).
9. **C** (A) confuses *resignation* with *reservation*, and does not answer the question. (B) confuses the meaning of *reservation* (meaning *booking*) with *doubt*.
10. **B** (A) relates *speak* to *speaking*, but does not answer the question. (C) confuses *speaking* (meaning *talking*) with the meaning *giving a talk*.
11. **A** (B) confuses the similar-sounding *recital* with *recycle*. (C) repeats *boxes*, but does not answer the question.
12. **C** (A) relates *revision* to *revise* and (B) relates *propose* to *proposal*, but neither is a logical response.
13. **B** (A) confuses *shipment* with *equipment*. (C) uses *brochure*, which sounds like *make sure*.
14. **A** (B) confuses *bill* (meaning *invoice*) with a man's name. (C) is an illogical response.
15. **C** (A) uses *room* meaning space rather than *part of a building*. (B) relates *you can't smoke* to *non-smoking*, but fails to answer the question.
16. **A** (B) confuses the verb *sell* and *phones* with *cell phone*. (C) confuses *bringing* with *ringing*.
17. **C** (A) confuses *taxes* with *taxi*. (B) confuses the subject.
18. **B** (A) relates *lost* to *find* and confuses *lost* with *cost*. (C) repeats *office* and *cost*, but confuses *repairs* with *chairs*.
19. **A** (B) cannot answer a *choice* question. (C) answers a different question (*What did you have for lunch?*).
20. **B** (A) answers a different question (*How are you?*). (C) assumes *How old* and refers to the past.
21. **A** (B) and (C) are both illogical responses. Although (A) repeats the problem, rather than answering the question, it is the best option available. [Sometimes in the TOEIC test only eliminating wrong options can help identify a correct response.]
22. **C** (A) relates *joined* to *joining*, but refers to the past and is an illogical response. (B) assumes the meal has ended.
23. **A** (B) answers a different question (*Is this the camera you want?*). (C) relates *taking photos* to *cameras* but does not answer the question.
24. **C** (A) repeats *weekend*, but is an illogical response. (B) confuses the adverb *course* in the phrase *of course* with the noun meaning *series of classes*.
25. **B** (A) relates *agree* to *opinion* and (C) repeats *job*, but neither answers the question.

PART 3 – Short Conversations

Try It Out p55 Track 69

1. **B** The man says George is *retiring next month*. (A) and (D) are not mentioned. (C) refers to when George is meeting clients.
2. **D** The woman says *I hope they find a replacement soon*. She thought George, not she, would be promoted (A). (B) and (C) are not indicated.
3. **A** The man doubts a replacement will be found, suggesting that he and the woman may have to share George's job. The woman says they are *overworked already*.
4. **C** The man says he goes there *for lunch*. They are in a restaurant.
5. **B** The man says he usually goes there *on Fridays*.
6. **A** The man suggest they *meet here every Friday*. He doesn't suggest discussing the prices (B), only that the prices are *very reasonable*. (C) refers to what the woman normally has for lunch. (D) is not indicated.
7. **B** The woman is a store assistant. (A), (C), and (D) do not fit the context.
8. **C** One man refers to a recent *ad offering 25 percent off laser printers*. The woman confirms this, explaining the models by the window are *the ones on sale*.
9. **A** The woman offers to *fill out the forms* to help them apply for a SupaSave Business account.
10. **B** The man asks when *all of this construction will be finished*. The woman mentions the *bathrooms* and *painting* remain to be finished. (A) repeats *construction*, but no vacancies are mentioned. (C) and (D) cannot be inferred.
11. **D** The speakers work in the same company. (A) cannot be inferred. (B) and (C) are incorrect.
12. **C** The woman says the man can *move to the third floor* to use a meeting room there. The room on the third floor is Granger.

Improve Your Performance

Topics

Exercise A1 p58

1. Travel, 2. Internet/Computing, 3. Finance/Banking, 4. Transportation, 5. Dining Out, 6. Purchasing, 7. Office, 8. General Business, 9. Technical/Manufacturing, 10. Personnel, 11. Entertainment, 12. Health

Exercise B p59 Track 70

1. B, 2. C, 3. D, 4. C, 5. A

Exercise C p59 Track 70

1. acting, music, plot, special effects, 3D, 2. smell amazing, vase, put

them in water, 3. apply, salary, position, résumé, interviewing practice, job, 4. coach-fare, staying at, five nights, breakfast included, flight, meals included, 5. something wrong with my monitor, can't see the cursor, screen, problem, mouse, check the connections

People

Exercise A1 p60

1. client, 2. patient, 3. teacher, 4. employee, 5. tourist, 6. customer, 7. toll collector, 8. criminal

Exercise A2 p60

1. taxi driver, 2. reporter, 3. waiter, 4. flight attendant, 5. auto mechanic, 6. politician, 7. dentist, 8. decorator, 9. chef, 10. carpenter, 11. librarian, 12. police officer, 13. architect, 14. vet, 15. hairstylist, 16. plumber

Exercise B p61 Track 71

1. C, 2. D, 3. B, 4. D, 5. B

Exercise C p61 Track 71

1. runs around the house, losing... fur, 2. bring these back, overdue, returned, read, 3. fixed that leak, pipes, sink, water, 4. I took over running this store, 5. bumpy, turbulence, airsick, landing, get you your drink

Activities

Exercise A1 p62

1. apply, 2. rent, 3. change, 4. go, 5. send, 6. do, 7. prepare, 8. work, 9. extend, 10. get, 11. leave, 12. check, 13. give, 14. look, 15. reserve, 16. pay, 17. make, 18. call, 19. take, 20. visit

Exercise B p63 Track 72

1. B, 2. D, 3. C, 4. B, 5. A

Exercise C p63 Track 72

1. packed, 3,000 visitors, booth, main hall, orders, contacts, 2. no sign of it, traffic, standing, in the cold, seats, stops, 3. contacting them, worth just giving them a call, 4. go ask Dr. Gerringer, 5. I'd like to check out. [In the TOEIC test, sometimes several words help identify the activity, but in other cases there is just one key phrase.]

Locations

Exercise A1 p64

1. gas station, 2. airport, 3. courtroom, 4. apartment, 5. bank, 6. car rental agency, 7. clothes store, 8. coffee shop, 9. concert hall, 10. hotel, 11. post office, 12. art gallery, 13. train station, 14. travel agency, 15. department store, 16. movie theater, 17. fitness center, 18. stadium, 19. jewelry store, 20. park

Exercise B p65 Track 73

1. C, 2. A, 3. B, 4. B, 5. C

Exercise C p65 Track 73

1. compact four-door, two weeks, insurance, unlimited mileage, drop it off, 2. special exhibit, collection, ancient paintings, 3. game, season, win, 4. tickets, seat numbers, seating plan, row, stage, orchestra, 5. fabrics, summerline, in the window, styles

Mini Test – Topics, People, Activities, and Locations p66 Track 74

- C** They are not discussing a *conference* (A), but arrangements for a retirement party to take place in the *conference room*. (B) confuses *good-byes* with going on a trip. (D) relates to the *sandwiches* and *drinks* the woman has organized.
- B** The woman refers to the man as *office manager*. (A), (C), and (D) are not mentioned.
- C** The woman says the man *might want to say a few words*. (A) refers to *sandwiches*. (B) is the time the party starts. (D) is not indicated.
- A** The woman mentions she is going to give a *talk* to 40 people, and refers to a *program*. (B) confuses *department* (meaning *responsibility*) with *department store*. (C) confuses the context. (D) uses *apartment*, which sounds like *department*.

- C** The woman complains the room is *far too small*. (A) confuses work *schedule* with the people *scheduled* to attend her talk. (B) is not indicated. The man suggests putting up a *sign*, but the woman doesn't mention the number of signs (D).
- D** The man is going to *call the organizer*. (A) and (B) are not mentioned. He intends to look for a bigger room for the woman to use, not *move somewhere bigger* (C).
- D** The woman is asking for authority to process a *currency transfer* the man has requested. She mentions a *payment to Japan*, not a *client in Japan* (A). (B) is not indicated. (C) relates to the man's sending a fax rather than any *shipment*.
- A** Only a bank employee would be involved in a financial transaction of this sort. (B) and (C) confuse sending a document by fax with mailing a package. (D) cannot be inferred.
- A** The man refers to the fax and says he will *send it again right away*. (B) is incorrect, (C) cannot be inferred, and (D) is not mentioned.
- D** The woman and the man work together in an office. She asks the man to find, not interview, someone (A). (B) is incorrect as Mr. Barlow works in *accounts payable*. She is not asking for anything to be delivered (C).
- B** The woman needs *some answers* she promised to get for a client *by the end of today*. The problem is that Mr. Barlow is *not answering* his phone, not that her phone is faulty (A). She mentions an *important client*, not an important *account* (C). The implication is that the client's bill is incorrect, not a bill the woman has received (D).
- C** She wants to find answers to some questions, not answer them herself (A). (B) is not mentioned. (D) relates to the accounts department she wants to contact.

Times, Reasons, and Feelings

Exercise A1 p68

1. at/on, 2. in, 3. by, 4. from/to, 'til, until, 5. until, 6. in, 7. for, 8. since, 9. in, 10. in

Exercise A2 p68

1. d, 2. e, 3. b, 4. a, 5. c

Exercise A3 p68

Positive: amazed, amused, appreciative, confident, delighted, eager, excited, impressed, pleased, proud, relaxed, satisfied, thankful
Negative: afraid, alarmed, angry, anxious, disappointed, doubtful, embarrassed, frustrated, jealous, miserable, nervous, shocked, sick, unhappy, unwell, upset, worried

Exercise B p69 Track 75

1. C, 2. D, 3. D, 4. C, 5. B

Exercise C p69 Track 75

1. scheduled for two o'clock, should allow two hours, 2. haven't heard anything, can't really sign off... until we hear from her, 3. I'm happy about that, 4. cold in here, the heat isn't working, 5. another two weeks off, she'll be out for six weeks total before she comes back

Mini Test – Times, Reasons, and Feelings p70 Track 76

- B** The woman says she is *the new scheduler*. (A) confuses *pale* with *sale*. (C) confuses *production* with *construction*. (D) is not indicated.
- D** The woman looks pale, and explains she is *not used to standing up in front of people*. We can infer she is nervous about the upcoming meeting.
- C** The man proposes they meet for lunch in the cafeteria *right afterwards*, and suggests *around one*. (A) refers to when the production meeting will start. (B) and (D) are not indicated.
- A** The woman wants to discuss *quite a few things*, including the *design of the brochures* that Mrs. Franklin is working on. The man, not the woman, offers to pass this message on (B). (C) incorrectly interprets the context, confusing *tour* with *four*. (D) confuses *resign* with *design*, and is incorrect as the woman is a client.

5. **C** The man says that Mrs. Franklin is *at a convention*. (A) and (D) are incorrect. (B) mistakes the reason Mrs. Franklin is in Seattle.
6. **C** The man suggests she *call after four*. (A) refers to Mrs. Franklin's return journey. (B) and (D) are not mentioned.
7. **B** The man says he decided to mail them, but hasn't *been able to get around to it yet*. To have them picked up (A) is too expensive. (C) is incorrect as the packages are *by the stairs* and ready to go. The packages are *heavy*, but there is no suggestion they are too heavy to carry (D).
8. **A** The woman complains the packages are *in the way* as people have to *step over them* on their way in and out of the office. The cost refers to having the packages collected, not repairing anything (B). (C) is incorrect as the packages are in the office. (D) is incorrect as the man says *They aren't urgent*.
9. **D** The man says he will mail the packages *first thing on Monday morning*. (A), (B), and, (C) are not mentioned.
10. **B** The woman says *it's one-thirty* and the man replies they *arrived at a quarter after*.
11. **B** (A) refers to the current time. (C) confuses the location of the lecture (*Room 3*) with the time it starts. (D) is not mentioned.
12. **C** The problem is the *slow* service. They want to arrive early for the lecture to get a good seat, not because they are excited about the lecture (A). Food quality (B) is not mentioned. Rather, this relates to the man's comment that *the menu isn't very impressive*. Prices (D) are not mentioned.

Requests/Offers, Advice, and Opinions

Exercise A1 p72

Requests: Would you mind if I let early? Could you meet me at five? Do you mind closing the door? Can you get me the sales report? Could I have a cup of tea, please? Would you please tell me when Jim arrives?
Offers: I'll get the door for you. I could do the report, if you want. Can I get you anything to drink? How can I be of assistance?

Exercise A2 p72

1. e, 2. d, 3. c, 4. b, 5. a

Exercise A3 p72

Asking for opinions: What do you think? Do you agree? Do you think that...?

Giving opinions: I think... In my opinion... If you ask me,...

Agreeing: Maybe you're right. That's a good point. I agree completely.
Disagreeing: No, definitely not. Sorry, I don't agree. I think you're mistaken.

Exercise B p73 Track 77

1. C, 2. D, 3. C, 4. B, 5. B

Exercise C p73 Track 77

1. I can give you a 15 percent discount, 2. very large, worth the price?, double what we were paying before, 3. Why don't you move your desk over by the window? 4. I think I'll ask for another day or so, 5. good, a lot of good points, very practical, a lot of information

Mini Test – Requests/Offers, Advice, and Opinions p74 Track 78

1. **A** The woman asks the man to *tell one of the mechanics to go to Bay 7*. She does not ask him to go to Bay 7 (C) or call the main office (B). Rather, the man says he has already contacted the main office several times over the issue. (D) relates *take a look to inspect*, but confuses *car with machine*.
2. **C** The man says *That CK50 is an old machine* and suggests *it needs replacing*. (A), (B), and (D) are not indicated.
3. **B** The man suggests the woman looks for a *good-quality secondhand machine* to replace the CK50 packing machine. (A) refers to what may happen if the CK50 is not replaced. (C) and (D) are not indicated.
4. **A** The woman says the party *should be fun*. We can infer she is looking forward to it.
5. **A** The sheet at reception is almost full, so the woman says *If I were you, I'd go there now*. (B) confuses the context. There aren't many spots on the list, not parking spaces, left. (C) confuses the verb *sign* with the noun. (D) is not indicated.

6. **D** The man says he is *going to be tied up* (meaning *busy*) *all morning* and asks the woman if she would *mind doing it for me* – referring to the need to *sign up* quickly.
7. **B** The woman says *We can keep your bags here*. (A) is incorrect as the man's room isn't ready. (C) is not mentioned. (D) repeats *shopping*, but the man has not been shopping. He has *just arrived* at the hotel.
8. **C** The man asks for somewhere he *can go and rest*. He has just come from Montreal (A). (B) relates to *flight*, but confuses the context. He has just arrived from the airport. (D) is not mentioned.
9. **A** The woman suggests the man goes to the *swimming pool and spa on the eighth floor*. (B) relates to *spa*, but is not mentioned. (C) and (D) are incorrect.
10. **B** The woman gives the man a form to *claim the tax back*. (A) confuses a tax claim form with an insurance claim. (C) is not indicated. (D) repeats *receipt*.
11. **C** The man responds to the news of an \$84 tax refund by saying *That's good*.
12. **D** The man says the form is *very long* and asks the woman to *do it* (meaning *complete the form*).

Understanding Inference and Implied Meaning

Exercise A1 p75

1. The speaker would like to have something to drink.
2. The speaker wants Simon to open the window.
3. The speaker wants Katie to buy some milk.
4. The speaker is asking Derek to help open the office door.
5. The speaker would like Carol to turn off the music.

Exercise A2 p75

1. c, 2. d, 3. b, 4. e, 5. a

Exercise A3 p75 Track 79

1. a, 2. a, 3. b, 4. a

Mini Test - Understanding Inference and Implied Meaning p76 Track 80

1. **C** The woman refers to the journey and asks *That wasn't so bad, was it?* The man complains about spending an hour to travel 30 miles. The implication is he disagrees with the woman.
2. **D** They are looking for *somewhere to park*. (A) confuses the noun *park* with the verb. They are on the way to the movie theater (B), but they are not there yet. (C) is not indicated.
3. **A** The man is worried they will miss the start of the movie. He feels anxious.
4. **A** One man complains the noise has been very *disruptive* and he *can't concentrate*. The other man says he was late to a meeting because the elevator *isn't installed* yet. We can infer that the renovation is clearly affecting their work.
5. **B** One man asks the woman to raise the matter *at the next board meeting*. The implication is that this is a high-level meeting that she will attend, but the men won't be able to.
6. **D** When the man asks the woman to raise the issue, she replies *Sure*, indicating she agrees to his request.
7. **B** The man says the fan is *way too noisy* and later that they *should open the windows*. We can infer he is referring to the building's air conditioning system.
8. **C** The man says *Bill should have sorted it out at the start*, implying he is slow or ineffective in his job.
9. **A** They feel frustrated; the man because the problem hasn't been resolved yet, and the woman because she can't understand why they haven't moved to another room.
10. **D** The man is talking about being *upgraded to business class* on his way back from Hong Kong. We can infer from that this is a recent journey by plane. (B) is not mentioned. (A) and (C) are not indicated.
11. **A** When the man mentions he was upgraded to business class, the woman is surprised and finds it hard to believe.

12. **D** The woman says *Lucky you*, and adds *That's great*. We can infer she feels happy about the man's good fortune.

Mini Test - Conversations including a Graphic p78 Track 81

1. **D** The woman gives the man his passport and boarding card, and gives him directions to Gate 3. We can infer she is an airline representative working at a check-in desk.
2. **B** The woman says flights to Moscow and France are delayed, but that there are no other delays for flights into Europe, so the man's flight *should be on time*. The only other flight into Europe is BA501 to Manchester.
3. **A** The woman says the man must *go through security* quickly as time is short.
4. **C** The man is going through the woman's appointments for the week ahead and updating her of changes.
5. **B** The woman says *That will be nice*, so we can assume that the food is good there.
6. **C** The man tells the woman on *Wednesday you're seeing the Bartrams rep*. We can see from the list of Key Contacts that this is Inga Wright.
7. **A** The speakers are discussing a forthcoming training day. We can infer they are office workers as the woman says she works in Human Resources (HR).
8. **D** The man says that that tomorrow's talk on Employee disputes is *the only one I have time for*. It is the woman who had forgotten about the training event, not the man (A). (B) and (C) are not indicated.
9. **A** The woman says she will be going to a talk on *Employee disputes*, and the man responds *See you there*. This event takes place in Seminar Room 1.
10. **D** The woman indicates she is going to check the system to try to find the men's friend.
11. **B** The woman tells the men their friend has been taken to the Acute Care facility.
12. **A** The woman tells the men that their friend is in a different facility. She is about to explain how to get there. We can infer they will listen to her directions and then go to find their friend.

Steps to Success p80

Practice 1 Track 82 1. What/discussing [topic], 2. What/man/ concerned about [problem], 3. What/man/suggest [suggestion]

1. **C** The speakers are discussing an office building. Only *waiting area, bathrooms, kitchen*, and especially *desks and conference room*, all refer to an office building.
2. **C** The man mentions *there are only spaces for six cars*. (A) is too general. (B) is not mentioned. (D) is incorrect as he says the rent is *competitive*.
3. **A** The man suggests seeing *what kind of a deal* they can get. (B) is not indicated. The man suggests *giving them a call*, not meeting (C). We can infer that *them* refers to a rental agency, not a coworker (D).

Practice 2 Track 83 1. Who/man [people], 2. What/man/do [activity], 3. Why/woman/say Really? [context]

1. **A** The woman asks about the man's *reasons for wanting to work at Jedro*. He does not work there yet (B). (C) is not indicated. (D) is incorrect.
2. **A** The man refers to the *apprenticeship program* and says why he thinks he should be considered for it. He has already graduated (B). (C) is not indicated. (D) is incorrect.
3. **C** The woman uses the phrase *Really?* in response to the man's claim he has always wanted to work for Jedro. We can infer she is a little surprised.

Practice 3 Track 84 1. What/woman/ask/man/do [activity], 2. What/man/offer/do [offer], 3. Why/recommend/Plaza Hotel [reason]

1. **B** The woman asks Jason to mail plans for some storage tanks to a client. The woman is visiting the refinery, not the man, so (A) and (D) are incorrect. She does not ask him to call anyone (C).

2. **D** Jason offers to finish the plans over the weekend. (A) and (B) are incorrect. He recommends a hotel, but does not offer to book a room (C).
3. **B** Steve says *their rates... seem pretty good*. (A) and (C) relate to the motel Steve stayed at previously. (D) is not mentioned.

Practice 4 Track 85 1. Where/speakers [location], 2. Why/woman/ unhappy [reason], 3. Where/speakers/meet Philip [place]

1. **C** The words *conductor, line*, and *station* indicate the speakers are in a train.
2. **A** The woman is unhappy to hear that *everything is delayed*. (B) repeats *accident*. (C) and (D) are incorrect.
3. **B** Although the speakers decide to take a taxi, the woman says Philip is waiting for them *at the station*.

Practice 5 Track 86 1. Who/woman [occupation], 2. What/man/ask [request], 3. What/woman/offer/do [offer]

1. **B** The woman is responsible for making appointments. She mentions Dr. Parkes, but she is not a doctor (A). The man is a patient, not the woman (C). (D) repeats *nurse*.
2. **C** The man wants to *book an appointment to see the nurse*. (A) confuses *next month* with *last month*. (B) is not indicated. He has not had a blood test yet (D).
3. **D** The woman says she will check appointments for the nurse and call the man *as soon as something comes up*. (A) and (B) are not mentioned. (C) confuses *compensation* with *cancellation*.

Review Test p87 Track 87

1. **B** The words *gate* and *board* indicate the speakers are at an airport.
2. **C** The woman wants to do *some duty-free shopping* before her flight. She is traveling on business, not starting a business (A). She is going to Shanghai *for a couple of weeks*, not permanently (B). (D) is not mentioned.
3. **B** The woman asks *Will this take long?*, saying that *The gate closes in half an hour* and she wants to do some shopping first. (A) confuses *bored* with *board*. (C) confuses the context. (D) repeats *bag*, but there is no suggestion it is lost.
4. **D** The words *tables* and *kitchen*, and especially the woman's reference to *our regular diners*, indicate the speakers are at a restaurant.
5. **A** The man says the renovation work *cost us three weeks' earnings*. (B) repeats *cost* and *construction*, but confuses the subject. (C) relates to the *tourist season* and (D) relates to the *fall*, but both confuse the context.
6. **C** The woman suggests the man *Put a notice in the local papers* to attract customers. (A) repeats *equipment*. (B) is not mentioned. (D) confuses *regularly* with *regular* and confuses the subject.
7. **C** The woman mentions *sessions* and *discussion groups*. (A), (B), and (D) confuse the context.
8. **A** The man says he is *surprised* that she felt the experience was *worth it*. (B), (C), and (D) are not mentioned.
9. **B** The woman says she thinks the man should *sign up* and *give it a try*. (A) and (C) are not mentioned. (D) confuses *sign up* (meaning *register*) with *sign*.
10. **C** The man mentions a *Picasso exhibition*, which the woman says she would also like to see. (A), (B), and (D) confuse the context.
11. **B** The exhibition they decide to visit is at the *Modern Art Gallery*. (A) is incorrect as they plan to go there *on Friday after work*. (C) repeats *open*, but confuses the context. (D) is not indicated.
12. **C** The woman suggests having a *bite to eat* after they visit the museum. (A) confuses *seats* with *eat*. (B) confuses *two* with *too*. (D) is not mentioned.
13. **B** The woman is helping the man to open a savings account. (A) and (C) are not indicated. (D) mistakenly relates *passport* to travel.
14. **A** The woman asks for a *form of ID*. (B) is not mentioned. (C) confuses *sales* with *savings*. (D) refers to *credit card*.
15. **C** The woman offers to *make some copies* of the documents the man has brought in. The man has already filled out his application (A). (B) repeats *credit*. (D) is not mentioned.

16. **D** The woman mentions a *reservation* and *rooms*. Only a hotel fits the context.
17. **A** The man apologizes for not confirming the booking. He says he has *been trying to work out the numbers*, not that the numbers have been miscalculated (B). The booking may have to be canceled, not the event (C). (D) confuses the context, relating to the man's comment that *Some people haven't replied*.
18. **D** The man says he will *call back in an hour or so*. He will confirm numbers, not leave, right away (A). He will call back in an hour, not wait an hour (B). (C) confuses the noun *guarantee* with the verb.
19. **C** The speakers refer to *regional sales teams, territories, and visiting customers*. (A) relates *budgets* to accountancy. (B) confuses the references to *travel, transportation, and accommodations* with vacation. (D) is not indicated.
20. **A** The speakers are worried the cuts to their travel budget will affect their ability to do their jobs. (B) repeats *accommodations*, (C) relates to *on the road*, and (D) relates to *customers*, but all confuse the subject.
21. **D** The man wants to explain to Mr. Emerson the *consequences* the cuts announced in his e-mail will have. (A) is not mentioned. (B) is not indicated. (C) is incorrect.
22. **D** They are discussing a new color catalog. (A) is not mentioned. (B) confuses the *competition* (i.e., rival companies) with a *competition* (meaning contest). The subject is a new catalog, not a new book (C).
23. **B** They are hopeful that the new catalog will help business. (A) cannot be inferred. (C) and (D) are incorrect.
24. **A** The woman hopes the catalog will help *get more orders coming through*, as they want to *increase sales by 10 percent*. They already negotiated a discount with the printer (B). (C) and (D) are not mentioned.
25. **B** The phrases *changing room, gym, aerobics class, and working out* all indicate this is in a health club.
26. **B** The woman can't find her membership card. She has looked for it in her bag, so (A) is incorrect. (C) confuses the context, relating *card* to *credit card*. (D) repeats *car*, but there is no suggestion her car has broken down.
27. **D** The man says he will *get another card ready for you*. (A) and (C) are not mentioned. (B) is not necessary as he has found the woman's membership details.
28. **A** The speakers mention *opening speeches and presentations*. They are at a conference.
29. **A** The woman says the event is *not very well organized*. (B) is not mentioned. The man is worried about space on the minibus, but this does not mean there are too many people at the event (C). (D) repeats *enough* and confuses the subject with a reference to time.
30. **B** The man decides to *have a word with the planning committee*, indicating he will make a complaint. (A) repeats *lunch*, but confuses the subject. (C) and (D) are not indicated.
31. **B** The man says *I have an allergy*. (A) is incorrect because the man refers to the fact that he *can't wear man-made materials*, so he must be buying something for himself. (C) confuses *designer* with the *design* of the sweater mentioned. (D) confuses *latest style* with *classic style*.
32. **C** The man says *It has to be washable*, and the label says *Dry clean only*. *Care instructions* refer to washing instructions. (A) is incorrect because the man does not object when the woman says *I think the Large size will fit you*. (B) is incorrect because the man says *I cannot wear man-made materials*, but the garment is *100% new wool*. (D) is not mentioned.
33. **A** The woman asks if she should show the man a gray sweater. (B) *Large* appears in the conversation, but it refers to the size of the sweater. (C) is incorrect because the man does not contradict the woman when she says the *Large size will fit you*. (D) is incorrect; the brand is not mentioned.
34. **B** The man says *Can you cancel the fee?* (A) is incorrect because although he paid ten days late, the man has paid his bill already. (C) is incorrect because the man does not ask her to do this. (D) is incorrect because, although the woman says they can provide advice, she does not mention sending any information.
35. **C** The idiom *it's out of my hands* means *there is nothing I can do or I cannot control this*. (A) confuses the idiom with *hand over*, meaning pass to someone else. (B) and (D) confuse the idiom with its opposite *in the hands of*, which means *controlled by* or *the responsibility of*, or *being dealt with by*.
36. **D** The woman says *I'll transfer you to an advisor* after she mentions *advice on other ways you can pay your bill*, so David Jackson must be this person. (A) confuses supervisor with the similar-sounding *advisor*. (B) is incorrect because the man is already speaking to a customer services employee. (C) is incorrect because the man does not say he wants to make a complaint.
37. **B** The woman says *it doesn't operate on weekends*. (A) is incorrect because the woman says *There are no reports of any problems*. (C) is incorrect, as the woman says *there are no reports of any problems on the route*, which means that the route has not changed. (D) is not mentioned.
38. **D** The man says *Will the driver sell me a ticket*. (A) is incorrect because he doesn't ask her for this information. (B) is incorrect as the time period mentioned refers to the length of the journey, *ten-minute ride*. (C) is incorrect because it is the woman who mentions that he needs *the exact change*.
39. **D** The woman says *You need Bus Number 12* and this goes from Terminal 5.

PART 4 – Short Talks

Try It Out p94 Track 90

1. **B** The speaker says he is *stuck in heavy traffic*. He says there may have been an accident, not that he has had an accident (A). He is on his way back, so (C) and (D) are incorrect.
2. **D** The speaker asks Sandy to *send out the weekly status report*, which is in the *Draft folder*. (A) repeats *department*. (B) is not mentioned. He asks Sandy to cancel a meeting, not visit a client (C).
3. **B** He expects to be back *after five*. (A) refers to his meeting with Mr. Harris. (C) refers to when he may next see Sandy. (D) relates to when he wants to reschedule the appointment with Mr. Harris.
4. **D** The speaker is giving instructions to the audience about the next session and thanks a previous speaker. (A) associates *television* with *camera operators*. (B) is incorrect as Ms. Unwin was the keynote speaker. (C) associates *workshop leader* with the workshops mentioned as being next on the program.
5. **C** The phrase *blown away* is a positive emotion meaning *extremely impressed*. (A), (B), and (D) are incorrect.
6. **B** The speaker asks those planning to *attend the panel discussion* to wait because *the camera operators are still setting up their equipment*, and the panel discussion is taking place in Room 220.
7. **A** The speaker addresses *passengers on Platform 11* and warns *A nonstop express train is due to pass through the station*.
8. **D** The delay is due to *signal failure*. (A), (B), and (C) are not mentioned.
9. **B** The speaker asks passengers to *stand away from the edge of the platform*.
10. **C** The speaker is welcoming *people from all over the region* to the *Winter Festival*. The event may attract tourists, but he is not speaking to travel agents (A). (B) is incorrect, as the event is to *celebrate the arrival of winter*. Some sports are mentioned (D), but only as part of the festival.
11. **A** The speaker is declaring the *Winter Festival* open. He is a city official, but the speaker is not explaining a policy (B). He mentions various attractions, but does not confirm a schedule (C). The event is a festival, not a competition (D).
12. **C** The phrase *I could eat a horse* means *to feel very hungry*. (B) confuses *could eat a horse* with *to eat like a horse*, meaning to have a big appetite in general. (A) and (D) are not suggested.

Improve Your Performance

Mini Test - Business Talks p99 Track 92

- B** The speaker says *the paper tends to jam* in the copier, and it *needs to be restarted* frequently. (A) confuses the noun *gift* with the adjective *present* (meaning *current*). (C) confuses *sold* with *old*. (D) confuses *toner* with *over*.
- C** The speaker says the new copier *should be arriving in a couple of weeks*.
- A** The speaker says the new copier is *very sophisticated* and a technician *will install it and show us how it works*. The cost is not indicated. (B), (C) and (D) are not mentioned.
- C** Phrases such as *main assembly area*, *automated*, *panels*, *pressed*, *molded*, and *welded* indicate this is a factory that assembles cars. (A) and (D) relate to cars, but not their assembly. (B) is not indicated.
- C** The speaker mentions *There are 500 robots in the main assembly area*. (A) is incorrect, as production is *completely automated*. (B) and (D) cannot be inferred.
- D** The speaker says that *everyone who comes to work with us* is given the tour, and refers to *Those of you starting in the technical division*. We can infer these are new employees. (A) is not indicated. (B) confuses *posted* (meaning *assigned*) with *mailed*, suggesting the audience could be postal workers. (D) incorrectly relates *create*, *take shape*, and *paint* to art.
- D** The woman mainly details changes to *the day's events*. She mentions some speakers, but does not introduce them (A). She thanks the audience (B), but this is not the main purpose of her talk. This might be a training event, but she is not promoting it (C).
- B** The speaker announces that Mrs. Garston's talk will take place in *Room 13*. We can see in the graphic this is in Annex A.
- A** The speaker says anyone interested in a boxed lunch should *write your name on the bulletin board*.
- C** The man says that nominations opened *four weeks ago*. (A) repeats *weekend*, but this relates to the prize itself. (B) and (D) are incorrect.
- A** The man says that the prize has *generated a lot more interest than on previous occasions*. (B), (C), and (D) cannot be inferred.
- A** The phrase *without further ado* means *without delaying any further*. The purpose of the speech is to announce the winner of the 'Employee of the Season' award.

Mini Test - Recorded Announcements p102 Track 94

- C** The woman is talking about a *briefcase* that a cleaner found *under a table in the conference room*. She is asking how to return it to its owner.
- C** The woman says the group from India *just checked out*.
- C** The woman leaving the message, Sue Barker, works in the housekeeping department. At the end of the message she says she wants Francis to call her.
- A** The message states that *All of our operators are busy taking other calls*. (B) repeats *extension*. (C) is incorrect. (D) cannot be inferred.
- B** The references to *electricity*, *gas*, and *billing inquiries* suggest the company supplies energy to consumers.
- A** This inquiry is not mentioned directly, so *for all other inquiries* callers should *press 5*.
- D** This is a general message is for anyone calling the New World Theater. It assumes that callers may want information about *performance times*, so (A), (B), and (C) are unlikely.
- A** Opening hours cover *Monday through Friday*, and *weekends*. (B), (C), and (D) cannot be inferred.
- B** The message asks callers to *leave your name, your phone number, and a short message*. (A), (C), and (D) are not mentioned.
- B** The phrase *to be out of the office* means *to be away from one's desk or normal place of work*, and therefore out of contact or in limited contact. Often this is used when someone goes on vacation (A) or on a business trip (D) but it does not mean these things. (C) is not suggested.

- D** Dan asks callers to *leave your name and telephone number or send an e-mail*. (A) is incorrect. (B) and (C) are not mentioned.
- A** He says that anyone who requires *immediate assistance* should call *Tina Parker*.

Mini Test - Advertisements p105 Track 96

- B** The ad begins *Is your restaurant in the Orlando City area?* and ends *put your restaurant on the map*.
- D** Listeners are asked to inquire about *exhibiting at the 10th Annual Food and Drink Expo*, and to rent a booth at the event. (A), (B), and (C) are not indicated.
- A** The ad gives a number to call, and a web address to go to for further details.
- D** This is a general ad aimed at getting customers to visit *Bertram's Bikes*. (A) is incorrect, as no jobs are advertised. Bike safety (B) is referred to, but is not the purpose of the ad. The ad promises *great deals* for everyone, not just current customers (C).
- C** The ad says *FreeRider mountain bikes are half price* this month.
- A** According to the ad, *every bike we sell* qualifies for a free safety helmet.
- D** The ad states that Sun Fun International advisors are ready to *book the vacation of your dreams*. The company is a travel agency, offering *skiing vacations* and *city tours*. (A) and (B) are incorrect. No hotel chain (C) is mentioned.
- B** The phrase *to cut corners* means to *do things quickly or easily at the expense of quality*. The speaker is encouraging listeners to pay for the services of a professional travel agent when booking a vacation.
- C** According to the ad, *parties of ten or more* are eligible for special rates.
- B** The ad is aimed at *employed or out of work* adults looking to take adult education courses in order to develop their careers.
- C** According to the ad, all courses *qualify for a government subsidy*. This does not mean the courses are free (A). The courses are for *adults 18 and over*. This age restriction does not relate to the cost (B). Generous discounts (D) are not mentioned.
- A** Listeners are encouraged to go to the *Maryland College Open House* event in person. (B) confuses *Open House* with a property. The event lasts one day only, and is not a getaway (C). (D) is not mentioned.

Mini Test - Public Announcements p108 Track 98

- C** The announcement refers to special deals *throughout the store* and mentions the *men's department*, *home department*, and *children's department*. We can infer that *SupaSave* is a department store.
- D** The announcement mentions *half-price children's shoes* and then encourages listeners to go to the children's department to *find every pair of shoes at half price*.
- A** The offers are part of a *SupaFriday* promotion, valid only *Today*.
- A** The speaker tells listeners to *complete your answers on the answer sheet* and lists various rules to follow. We can infer an exam is about to take place. We cannot infer that the exam entrants are job seekers (B). Likewise, (C) and (D) cannot be inferred.
- C** The identification cards must be *clearly displayed*. (A) is incorrect, as ID cards are necessary. The listeners already have their ID cards, so (B) is incorrect. (D) incorrectly states where the cards must be placed.
- A** According to the speaker, listeners *may make notes on the paper provided*. (B) is not mentioned. (C) confuses providing first aid with providing as an escort for those wishing to *leave the room*. No bags have been found (D). Rather, listeners should put bags *on the table in the back of the room*.
- C** The announcement is for workers in the *machine room*. Only a manufacturing setting fits the context.
- B** The announcer tells workers that *the noise control measures* are *for your protection*. (A), (C), and (D) are not mentioned.

9. **C** The announcement states that the earmuffs are in red boxes which *can be found at each entrance*.
10. **B** The speaker uses the phrase *that's about all* to say he is almost finished commentating. (A) is incorrect as the game has already finished; it was the Spartan's *fifth home victory in a row*. (C) and (D) are not indicated.
11. **D** The announcer says *the final game of this season will take place in just five days*. (A) is not mentioned. (B) confuses the context. (C) repeats *final*, but confuses the subject.
12. **B** According to the announcement, a free hot dog is given for *every ticket purchased*.

Mini Test – News, Weather, and Traffic Reports p111 Track 100

1. **D** This is a weather report. The speaker mentions a *severe weather alert* and goes on to specify which areas in Kansas may be affected by *thunderstorms*. (A) is incorrect. Power outages (B) are mentioned as a risk. Advice on travel (C) is given, but is not the main purpose of the report.
2. **D** The speaker advises *Anyone listening to this report to remain indoors*. (A) is not indicated. (B) is not mentioned. (C) relates to *make essential trips*.
3. **A** The speaker says that *high winds* in the late afternoon and evening *could cause power lines to fall*, resulting in *blackouts*. The situation will get worse, not better (B). Winds will increase, not drop (C). (D) is not mentioned.
4. **D** The speaker tells listeners about the results of a survey on *the world's best cities to live in*. (A) refers to some of the cities mentioned. (B) is too general. Problems of city life (C) are mentioned, but are not the main topic.
5. **C** Here, the phrase *to go on* means *to continue (talking about something)*. The speaker lists several problems of city life (*traffic, pollution...*) and is indicating there are more problems he could mention, but he doesn't want to as it's not his main focus.
6. **C** Judith Delea *compiled and reviewed the data* for the publisher of the survey, Nelson. (A) is incorrect. (B) confuses the context, relating travel to the cities mentioned in the survey. (D) is not indicated.
7. **D** The speaker is announcing the *latest data* on industrial production from the *Global Market Statistics Office*.
8. **C** The speaker says the recent growth is *the first rise in six months*. (A) relates to the recent rise. (B) confuses two months with the 2.6 percent rise. (D) confuses a year ago with *at the end of the year*.
9. **A** There will be a *gathering of world economic experts*. (B) confuses consumer demand with consumer demonstration. (C) and (D) are not indicated.
10. **A** The speaker refers to Laura Kennedy as a *Hollywood sensation*, and says she will be *speaking to us about her latest movie*. We can infer she is an actress. (B) is not mentioned. (C) is incorrect. (D) refers to *Little Mo*.
11. **B** The speaker says Little Mo will be speaking about *the highs and lows of being famous*. (A) relates to Little Mo's being a *reality TV star*. (C) and (D) relate to the topics Wendy Chang and Laura Kennedy will cover.
12. **C** The speaker mentions *Hollywood sensation Laura Kennedy, cupcakes and baking and the latest reality TV series*. He does not mention anything related to fashion.

Steps to Success p113

Practice 1 Track 101

1. Why/calling [purpose], 2. Where/work [location], 3. What/suggest/Miss Clarkson/do [suggestion]
1. **A** The speaker is *replying to a letter* sent by Miss Clarkson complaining about a delay.
2. **B** The man says he works for *Eastern Travel Group* and apologizes for a delay in *our service from Cambridge to London*. The words *track, passengers, station, and line* all indicate this is a rail company.
3. **D** The man suggests Miss Clarkson call him only if she wants to *discuss this further*.

Practice 2 Track 102

1. What/about [topic], 2. How many/stores/open [number], 3. What/inferred [inference]
1. **C** The report is about a *huge expansion* by a company called Benny's.
2. **D** The report mentions 200 *drive-through outlets*, and *another 120 stores in major cities*.
3. **B** The speaker says the news is *surprising*.

Practice 3 Track 103

1. Why/calling [purpose], 2. What/inferred [inference], 3 Which supervisor/respond [topic]
1. **D** The man says he is reporting *some changes* to his *medical circumstances*, which are personal details. (A) is incorrect because when the man refers to his policy, it is one he owns already. (B) is incorrect because even though the man mentions a car accident, he is not making a claim regarding it. (C) is not mentioned.
2. **B** The man says *I've been a customer of yours for over 15 years*. (A) is incorrect as he mentions only one policy, purchased over 15 years ago. (C) is not mentioned and cannot be inferred. (D) is incorrect as the man says he does not want to change his insurer, so he cannot be dissatisfied.
3. **A** The speaker mentions *holiday insurance and travel cover*, so he is talking about travel insurance. (B) associates *health insurance* with *medical circumstances and medication*. (C) associates *vehicle insurance* with *car accident*. (D) wrongly associates *All-risks* with the phrase *risk invalidating my policy*.

Practice 4 Track 104

1. What/purchasers/receive today only [benefit], 2. What/mean/You bet! [context], 3 manufacturer's product/free gift [offer]
1. **C** The speaker announces an *extra 15% discount on all computers and laptops over \$600*. (A) and (D) refer to regular benefits, not ones available today only. (B) is not mentioned; the *12-month period* relates to a warranty.
2. **A** The phrase *you bet!* is used when one is saying yes emphatically. (B), (C), and (D) wrongly associate *bet* with winning and taking risks.
3. **B** Customers who *buy an internal hard drive* will receive a *high-capacity USB flash drive memory stick absolutely free*. (A) Novelto is an external hard drive, not internal. (C) Ultra K is the manufacturer of the free gift. (D) confuses a brand of cloud storage with the *cloud computing applications* mentioned in the text.

Practice 5 Track 105

1. When/talk/take place [time], 2. What/speaker/ask/participants/do [request], 3. What/participants/do with/valuables [advice]
1. **B** Participants will introduce themselves shortly. They are registered already (A). (C) relates to the arrival of two buses. (D) is not mentioned.
2. **D** The speaker asks people who have parked *in the zone marked in blue to move their cars*.
3. **A** Listeners are advised to *keep any valuables with you*.

Review Test p120 Track 106

1. **D** The speaker mentions going to *at least one show* is a *course requirement*, and refers to *extra credit* if listeners write a review. References to *college* and *campus* also indicate the audience are drama students.
2. **C** The announcement states that the event is a *four-week festival*.
3. **B** The speaker says *you can get your tickets for just \$10*. (A) relates to the maximum number of tickets listeners can buy. (C) is the regular price without a subsidy. (D) confuses 50 with 15.
4. **C** References to *track maintenance, station, a dining car, and train* all indicate this announcement is being made on a train.
5. **A** These passengers need to *change at Hatfield* and continue by *bus*.
6. **B** Passengers are told the dining car offers a *selection of hot and cold beverages, sandwiches, and snacks*.

7. **C** The announcement refers to *property services*, and is aimed at people who want to buy, rent, sell, or lease a property.
8. **B** Callers are told *we will answer your call as soon as we can*. (A) and (C) are therefore incorrect. (D) is not indicated.
9. **C** Callers with an urgent inquiry should *continue to hold*.
10. **D** The speaker gives listeners a plan, and outlines the advantages of a Top 20 tour. The speaker is not a tour guide himself (A). (B) is not mentioned. (C) relates to the paintings on show.
11. **B** We can infer from *galleries*, *main exhibits*, and *paintings* that this is at an art museum. (A) confuses the context. Souvenirs are mentioned (C), but as available from the museum *shop*. (D) confuses *post office* with *postcards*.
12. **D** The speaker asks listeners if they want to *go ahead and book* a tour.
13. **A** The speaker gives a brief weather forecast and then reviews the traffic conditions in Miami.
14. **D** The report is coming from the radio station's *Eye in the Sky* with the speaker mentioning *from up here* as a further clue to the fact he is in the air.
15. **A** The speaker mentions two traffic accidents and finishes by saying *I am relieved to report no injuries at either incident*.
16. **B** References to *a tough day of meetings*, the *Business Center*, *office*, and *corporate rates* all indicate the ad is targeting business travelers.
17. **A** Internet access is free only *in all public areas*. We can infer that guests must pay to access the internet in their rooms.
18. **C** The ad states the Star Hotel comprises a *chain of luxury hotels*. (A) is incorrect. (B) cannot be inferred. The hotel has a *five-star restaurant*, but this does not mean it is famous for the quality of its food (D).
19. **B** The speaker mentions he is speaking to *distinguished experts in energy conservation*.
20. **C** The speaker says he wants to present *the results of a five-year study* into the issue of sustainable development.
21. **D** The speaker says he will meet the *Secretary of Energy* next week.
22. **A** The speaker begins by saying that *not all bargains are what they seem*, and gives examples of several special offers that are not actually a good value.
23. **D** The speaker says the report covers the *Big Five supermarkets*, implying they are large supermarkets.
24. **B** To *keep someone posted* means to keep them informed of any developments. (A) confuses the verb *post* with *mail*. (C) and (D) refer to *post* in the sense of *sent on assignment* as part of a job.
25. **A** The announcer says *We're sorry but this flight has been delayed*. (B) is incorrect because passengers are asked to wait in the departure hall. (C) is incorrect because passengers are asked to check the monitors for the gate number. (D) confuses the late arrival of the incoming aircraft with the announcement of a flight arrival.
26. **B** The announcer says the announcement is *for passengers traveling on Flight MelbanAir 952, final destination Sydney*. (A) is incorrect because Bangkok is mentioned only as a stopover. (C) confuses Singapore with Sydney, which begins with the same syllable. (D) confuses the name of the airline, MelbanAir, with the similar-sounding word Melbourne.
27. **C** Passengers are asked to *check the flight information monitors*. (A) wrongly associates *departure gate* with *wait in the departure hall*. (B) is incorrect because only passengers with questions should visit the service counter. (D) is not mentioned.
28. **D** The announcer says *all of our finalists are from the northwest*. (A) cannot be inferred from the names, three of which are unisex names. (B) is incorrect as only one finalist is described as being *still at high school*. (C) wrongly associates *astronomy* with *scientists*.
29. **C** The phrase *believe it or not* is said when we think that listeners might not believe something we say, even though it is true. (A) is incorrect because *believe* is in the imperative form here, not the present tense. (B) is incorrect, because it does not reflect the either/or nature of the phrase. (D) confuses *confirm* and *believe*.

30. **C** The speaker announces that the *first talk is on a math topic*, and Taylor Kelly is the only finalist with a math-related topic. (A), (B), and (D) are incorrect.

Listening Comprehension Test

Part 1 p123 Track 107

1. **D** These are not *bookshelves* (A). There are some dishes, but they are not *being washed* (B) and they don't contain *food* (C).
2. **A** We can see some people, and the sea, but nobody is *swimming* (B). (C) is an assumption. There is a wooden wall, but it is not under construction (D).
3. **B** (A) confuses the context, as the men are not shaking hands. The blinds are closed, not open (C). There is no evidence to support (D).
4. **B** (A) confuses *height* with *light*. One man is *holding*, not *carrying*, a ladder (C). (D) confuses *testing a light*, with having one's *sight tested*.
5. **C** We can see some instruments, but they are not being *repaired* (A). The bicycles are next to each other, not *lying on the ground* (B). The band is performing, but they are outdoors in the street, not *onstage* (D).
6. **A** The umbrellas are on the *left*, not the *right* (B). The hats are on the table (C). There are some bags on the wall and on the table, but not on the *floor* (D).

Part 2 p127 Track 108

7. **C** (A) repeats know, but confuses the subject. (B) is a response to *How do you do? I'm Jennifer*.
8. **C** (A) confuses *pick* (meaning *choose*) with *pick up* (meaning *collect*). (B) is an illogical response.
9. **A** (B) confuses head with the similar-sounding *ahead*. (C) fails to answer the question.
10. **B** (A) confuses the noun *rest* (meaning *remainder*) with *rest* (meaning *break*). (C) confuses *best* with *rest*.
11. **C** (A) relates *staying to hotel*, but is an illogical response. (B) repeats *think*, but does not express an opinion.
12. **C** (A) is an illogical response, as the number is already indicated. (B) repeats *two*, and relates *reserved to book*, but confuses the context.
13. **A** (B) confuses *count* with *accountant*. (C) confuses *hear* with *here*.
14. **A** (B) confuses *accept* and *kept*. (C) uses *piles*, which sounds similar to *files*, and does not answer the question.
15. **B** (A) cannot answer a *choice* question. (C) relates *drive to car*, but is an illogical response.
16. **B** (A) relates the verb *store* to the noun *storage*, and repeats *pipes*, but is an illogical response. (C) confuses *meeting* with *heating*.
17. **B** (A) relates *tours to brochures*. (C) fails to answer the question.
18. **C** (A) does not answer the question. (B) is an illogical response.
19. **B** (A) relates *double to single*, but answers a different question (*Is it a single room?*) (C) assumes the question *How many rooms...?*
20. **B** (A) confuses *apartment* with *department*. (C) confuses *imports* with *report*.
21. **C** (A) confuses the verb *look up* (meaning *search for*) with the meaning *improve*. (B) confuses the subject and the context, relating *look up to lifting one's head*.
22. **C** (A) confuses the subject and does not answer the question. (B) answers a different question (*What time does your flight arrive?*).
23. **B** (A) confuses *How much* with *cost*. (C) repeats *time*, and confuses the subject.
24. **B** (A) confuses *disagree* with *degree*. (C) assumes an offer (*Won't you have a...?*), and is an illogical response.
25. **C** (A) assumes the question *Did all shift supervisors pass the...?* (B) relates *safe to safety* and repeats *take*, but is an illogical response.
26. **B** (A) confuses *resign* with *signed*. (C) relates *agree to agreement*, and confuses *mind* with *signed*.
27. **C** (A) repeats *office*, but is an illogical response. (B) confuses *partly* and *party*.

28. **B** (A) confuses *coming in* (to work) with *came in* (i.e., finishing position in a race). (C) confuses the subject.
29. **B** (A) confuses *speak with* with *call* (meaning *refer to as*). (C) assumes the question *Did you speak with Annie?*
30. **B** (A) confuses *move* with *movie*. (C) confuses *movie starts with movie star*, and answers the question *Who's your favorite...?*
31. **C** (A) answers a different question (*Can you tell me when I'm meeting...?*). (B) confuses *floor* (meaning *ground*) with *floor* (meaning *story*) of a building.

Part 3 p128 Track 109

32. **A** The woman responds to the man's question with the answer by *Thursday afternoon*. (B) is the latest possible finish date. (C) refers to replacing the furniture. (D) is when the visitors from Far Eastern Finance are arriving.
33. **B** The woman says she has a *progress meeting* with Tony Wagner. We can infer he is supervising the painting.
34. **D** The man says they can *put all the furniture back on Sunday* if necessary.
35. **C** They are talking about a *position* in the *research department*. The woman has an interview tomorrow morning.
36. **A** The woman is worried because she doesn't have a master's degree.
37. **C** The man says *You've worked here for five years*.
38. **B** The woman says she is a speaker at an upcoming conference and wants to check what Mr. Terry wants her to *talk about*. (A) confuses *reservation* with *presentation*. (C) repeats *conference*. (D) is not mentioned.
39. **A** The woman says *I'll e-mail him*. (B) is not indicated. The man suggests she call back (C), and offers to take a message (D).
40. **C** The man says Mr. Terry *should be in tomorrow*. (A) relates to a meeting Mr. Terry has tomorrow morning. (B) is incorrect, as he will be *out all afternoon*. (D) refers to when the conference will take place.
41. **B** The woman asks about renting a *treadmill and an exercise bike*. She mentions joining a gym, but not joining a fitness class (A). (C) confuses the context, as no *race* is mentioned. She is not currently a member of any gym (D).
42. **A** The woman says the cost is *a lot more than I was expecting*. (B) and (C) are inclusive in the cost. (D) is not indicated.
43. **B** The man asks for the woman's *contact information*.
44. **B** The woman says *This is the first time they have met in the new training center*. (A) confuses *minutes* (*periods of 60 seconds*) with *minutes* (*notes of a meeting*). (C) and (D) cannot be inferred.
45. **C** The man says he *e-mailed everyone yesterday to remind them*. (A) confuses *mailed* with *e-mailed*. (B) is not mentioned. (D) refers to the poster outside the cafeteria, which has been there *for a week*.
46. **A** The woman suggests they *call Stefan*, who is the *team leader*.
47. **B** The man went to an *exhibition* featuring *hundreds of companies*. (A), (C), and (D) are not indicated.
48. **D** The man says he found a company *where we can get all our advertising flyers printed*. (A) misleads by repeating *advertising*. (B) repeats *shipping*, and (C) relates to the references to *flight* and *hotel*.
49. **B** He says *It wasn't cheap*. (A) and (D) are not indicated. (C) is incorrect as he found a printing company.
50. **B** The phrases *midterm exams*, *students*, and *faculty meeting* indicate the speakers work in a university.
51. **A** She plans to attend the faculty meeting, where she will *sit at the back* and try to work.
52. **B** The woman says she has to *mark 30 midterm exams* and infers this is a lot of work to do in a short space of time. (A) and (C) confuse time (available) with *time off*. (D) is incorrect as she is marking the tests, not taking one.
53. **A** The man wants to order a *bathroom suite and some wall tiles*.
54. **C** The man asks how soon the order will be ready, and the woman replies giving likely availability.
55. **A** The man will give the product numbers to see if the items are in stock. He has not yet placed an order, so he cannot collect it (B). (C) is not indicated. He will go to his local store (D) if the items are in stock there.
56. **B** The model the man mentions is *leather and fully adjustable*, with a seat that moves up and down and a *back that also tilts*. He says it is comfortable, *especially if you're sitting at your desk*.
57. **C** The man is encouraging the woman to buy the chair. He shows the main features, but this does not mean he is an instructor (A). (B) is incorrect. (D) confuses the context, referring to a car.
58. **B** The phrase *just my luck* is used ironically when someone experiences bad luck. Susan feels unlucky that the brown model, which she prefers, is not available. (A) and (C) are incorrect. (D) is not suggested.
59. **C** The phrases *gum disease*, *decay*, *fillings*, *polish*, and *whitening service* all relate to teeth.
60. **B** The woman suggest a polish and a whitening service.
61. **A** The man says *that sounds like a very sensible plan*. He agrees with the advice.
62. **C** The woman wants to buy a kettle for a *teacher's lounge* and mentions *lessons*.
63. **B** The woman says she wants a kettle *that's quick*. (A), (C), and (D) are not mentioned.
64. **A** The man says the Espresso and Kitchen Queen kettles are the fastest, and adds *I think you should opt for the cordless one*. The graphic indicates this is the Kitchen Queen.
65. **B** The man says *I'm looking for something for my grandmother*. (A) confuses mother with the similar-sounding *grandmother*. (C) is incorrect as the man bought his wife flowers on an earlier occasion; he says *my wife loved them* in the past tense. (D) associates *coworker* with *away on business*.
66. **A** The woman asks the man to *write the address*. (B) confuses wrapping paper with *gift-wrap*. (C) is incorrect as the woman has not yet got the cards and does not say he needs to buy one. (D) confuses credit card with the *card* that will be sent with the flowers.
67. **D** The woman suggests *sweet peas, roses, and violets*. (A) is incorrect as the man bought red roses previously for his wife. (B) is incorrect as Summer Splendor is *not perfumed*. The woman advises against (C) as *lilies can stain clothes and fabric*.
68. **D** The woman is calling a store to ask for details of a product. (A) wrongly associates the delivery details mentioned with the job of delivery driver. (B) confuses the *advertisement* the woman saw with *advertising executive*. (C) is not indicated.
69. **A** The woman says *I came across an advertisement of yours in a newspaper*. (B) associates *came across* with *found*, but *street* is not mentioned. (C) is incorrect, as although the man works for a company, there is no indication that his company sent the advertisement. (D) associates *doctor's surgery*, where the woman saw the newspaper, with a person.
70. **C** The man says that products will now be delivered *within forty-eight hours* so this is a change from the *3–5 working days* in the advertisement.

Part 4 p131 Track 110

71. **C** The speaker says Doris has been his assistant *for the last 15 years*.
72. **C** The speaker mentions Doris and her husband *both intend to retire early*. She is already married (A). (B) confuses going to Australia with traveling around the world. They intend to *emigrate*, not *celebrate*, in the New Year (D).
73. **C** Listeners are asked to attend a *presentation ceremony* after next month's board meeting. (A) relates to the leaving gift the speaker will give Doris. (B) is not mentioned. Listeners are asked to attend, not give, a presentation (D).
74. **B** The phrases *free texts*, *unlimited calls*, *call time*, *number*, and *remaining minutes* all suggest this is a phone company.
75. **B** Listeners are given details of a *new Rover Pay-Monthly plan* and encouraged to subscribe.
76. **C** The message says *To hear your call time and remaining balance, press 2*.

77. **A** The speaker refers to *investment opportunities* and then outlines the uses and benefits of bamboo. He speaks about bamboo only, not renewable resources in general (B). (C) is not the main purpose of the talk. (D) is not indicated.
78. **A** The speaker mentions many different uses of bamboo. He says bamboo is *increasingly popular*, not increasing in price (B). (C) confuses *verandas* with *pandas*. Bamboo is used in *many parts of the world*, not grown all over the world (D).
79. **A** The speaker ends by saying the world market for bamboo is \$20 billion. (B) is not mentioned. (C) is incorrect, as *bamboo is stronger than most steel*. (D) confuses *green* (in color) with *green* (meaning *environmentally friendly*).
80. **B** The speaker outlines the tour of Dale Valley Cheese that listeners are about to go on.
81. **A** The speaker says *we'll start with a short video* that gives an overview of the history of Dale Valley Cheese. The tour will end at the gift shop, not start there (B). (C) relates to later, when they will hear from Gary Jenkins, *our master cheesemaker*. They will taste samples (D) at the end.
82. **C** The woman says *Please don't wander off*, meaning listeners should stay together.
83. **C** The ad says *we have 37,000 positions advertised*. (A) relates to the number of industries recruiters are from. (B) is the number of recruiters. (D) is not mentioned.
84. **A** The ad says listeners should register to *access great career advice*. (B) is not indicated. (C) is not mentioned. Listeners will be able to access interview tips, not share them (D).
85. **B** The ad promises a *free USB memory stick*.
86. **A** The report is about an *awards ceremony at the Grand Palace Hotel in New York last night*. (B) confuses *investment* with *assessment*. The competition is finished, not due to start (C). (D) confuses the context, as no donations are asked for.
87. **C** She is referred to as *Business Monthly's chief executive*.
88. **D** The survey is *carried out every year*. (A) relates to a previous award ceremony two weeks ago. (B) misleads by relating *monthly* to *Business Monthly*. (C) is the number of times NSK has won a major award this year.
89. **B** Phrases such as *I'd like to welcome you on board* together with *flight*, *cabin*, *take off*, and *takeoff or landing* all indicate this is onboard an airplane.
90. **B** The phrase *On behalf of myself and the rest of the cabin crew*, indicates that the speaker is a flight attendant.
91. **B** The announcement reviews things passengers should do before takeoff.
92. **A** The man is giving news of a strike by transportation workers. (B), (C), and (D) are all referred to in the announcement.
93. **A** The strike will start *as of midnight tonight*.
94. **C** The speaker says commuters should *walk or bike to work* if possible. (A) confuses *work* with *walk*. (B) and (D) are not mentioned.
95. **A** The speaker refers to *your hospital*, so they are not permanently based at the college—they are visiting. (B) associates *professor* and *inter-varsity* with *college students*. (C) associates *radiology* and *hospital* with *doctors*. (D) associates *sports center* with *sports team*.
96. **D** A *scenic route* is a longer route, but one that is more attractive. (A) is incorrect as the group is not taking the shortest route. (B) is incorrect because the map shows they will remain on campus. (C) associates mention of the *view of the lake* with *waterside*.
97. **C** The group will pass the Research and Technology Center, so they must pass the Carnegie Library to get to the Radiology Department. (A) is mentioned, but only in connection with a sports tournament. (B) confuses the architecture of the Research and Technology Center with the *Department of Architecture*. (D) is not on the way to the Radiology Department.
98. **A** The speaker has to make a stop at the laboratory, which is clearly unexpected and unscheduled, as he is traveling on a later train than planned. (B) is not mentioned; the speaker changed to a later train. (C) associates *I'll get a cab* with *traffic*.

(D) confuses the idiom *it's a pain*, meaning it's annoying, with *bodily pain* and *being unwell*.

99. **D** The speaker says he is getting a train at 7:55 P.M.

100. **B** The speaker asks the listener to *confirm my ten o'clock appointment*. (A) is incorrect because he says *There's no need to pick me up at the station*. (C) is incorrect because he asks the listener to *phone Mainstream Chemical Technologies*, not him. (D) is incorrect because it is he who is *calling in at the laboratory*.

READING

Grammar

Word Choice – Mini Test p139

- B** The adverb *still* is used to indicate that the situation has not changed.
- C** We use *since* to refer to a point of time in the past.
- D** Here the adverb *already* signifies that the action started to happen sooner than expected.
- A** We use *enough* (here meaning *as many as necessary*) as a determiner before countable nouns.
- C** The structure used here is *so + adjective (severe) + that*.
- B** The adverb *hardly* (meaning *barely or only just*) indicates that the action was almost not possible to achieve.
- C** Here *between* is used to show which people are involved.
- A** The preposition *after* refers to a later time.
- B** Only the adverb *ever*, used here for emphasis, can complete this question.
- C** Here *too* is used to indicate more than is acceptable or necessary.

Modal Verbs – Mini Test p141

- D** We use *should not have + past participle* for a past action that was not a good idea.
- A** To give strong advice in a specific situation, we use *had better*.
- B** Only the modal *must* can complete this deduction.
- A** To indicate a lack of obligation, *did not have to* fits here.
- C** Only *should not* makes sense here, as a strong recommendation.
- B** To express an obligation in the past we use *had to*.
- B** Here *must have* completes this deduction in the past.
- C** To indicate possibility, we use *might*.
- B** Here, *could* is used to express ability in the past.
- B** The modal verb *may* suggests possibility.

Relative Clauses – Mini Test p143

- B** To refer to people, we use the relative pronoun *who*.
- C** Only *which*, referring to a place, can complete this relative clause.
- A** Here *that* is used (in place of *who*).
- D** We use *whose* for the possessive.
- D** The relative pronoun *where* is used to refer to a place.
- C** In this defining relative clause, *whom* is used after a preposition.
- A** Here *that* is used in place of *which* as the object of the relative clause.
- C** The relative pronoun *whose* is needed here.
- A** Here *what* (meaning *the things that*) completes the defining relative clause.
- B** In this non-defining relative clause, *which* is needed.

Conditionals – Mini Test p145

- D** The present simple of the verb *to be* completes this first conditional.
- C** Here *unless* (meaning *if...not*) is used.
- B** The present simple follows *if* in this first conditional sentence.
- D** The second conditional is used here for an imaginary situation.
- A** Only the present simple can complete this first conditional sentence.
- C** Relating to the past, *would have + the past participle* completes the third conditional.
- B** The phrase that starts this second conditional is *If I were you*.

8. C To complete this third conditional, the past perfect is needed.
9. A The future simple is needed to complete this first conditional.
10. A Only the past perfect correctly completes this sentence.

Pronouns and Determiners – Mini Test p147

1. B The *reflexive pronoun* is needed here.
2. A In this case we use the *possessive adjective*.
3. D Here *all of* (meaning *every one of*) is used.
4. C Only *something* can complete this positive statement.
5. D Here a *few* (meaning *some*) is needed.
6. A Only *neither* makes sense here.
7. D The only option that fits grammatically is *some*, because *every* and *each* take a singular subject, and *all of* needs to be followed by *the*.
8. B The *possessive adjective* is needed here.
9. B In this negative statement we must use *any*.
10. B Only *anywhere* can complete this sentence.

Verb Forms and Tenses – Mini Test p149

1. C For actions in progress in the future we use the *future continuous*.
2. B Here we need the *past simple* for a completed past action.
3. C We use the *present continuous* for arrangements.
4. C The *present perfect* is used for this unfinished action.
5. D The *past continuous* is used for an interrupted past action.
6. A Only the *future simple* correctly completes this question.
7. B The *past perfect* is used for a past action that happened before something else.
8. A In a time clause with *before*, the *present simple* is needed.
9. C We use the *present perfect continuous* for past actions that continue into the present.
10. A Here the *future perfect* is used for something that will be completed before a future time.

Passives – Mini Test p151

1. C The *future simple passive* is used here for a planned future event.
2. D The *present perfect simple passive* is used here for a recent past action with present results.
3. A Here, the *past simple passive* is used for a completed past action.
4. B The structure used here is *have something done*.
5. D The *past perfect simple passive* is needed here.
6. B Here the *past simple* of the verb *to be made from* is used.
7. C The preposition *by* is used to introduce the agent.
8. B The structure *need + -ing* is used here.
9. B Only *broken* can fit because the verb *break* is the only transitive verb here.
10. D This option completes the *present continuous passive*.

Vocabulary

Word Forms – Mini Test p155

1. C Only this *adjective* (meaning *a good idea*) can be used here.
2. D After the modal verb *can* we need a *verb*. The verb *differentiate* means *distinguish*.
3. B The *adverb* is used because it describes the verb *proceed*.
4. A This *adjective* (meaning *possible to deal with*) correctly completes this sentence.
5. C Only a *noun* can be used here.
6. A After the modal auxiliary *could* we use a *verb*.
7. B The *past simple* of the *verb* is needed here.
8. C The *adverb* is used because it describes the verb *share*.
9. B Here the *adjective* describes the noun *decision*.
10. D A *noun* is needed after *reputation for*.

Words with Similar Meanings – Mini Test p157

1. C The context indicates that *trip* is needed here.
2. A The collocation used here is *code of practice*.
3. D Only *identical* can be used immediately before *qualifications*.

4. B The noun *produce* correctly describes *fruit and vegetables*, and collocates with *fresh*.
5. B Of these options, a goal can only be *disallowed*.
6. A This verb (meaning *go with*) fits the context.
7. C The verb *confess* (here meaning *to admit to a crime*) is needed here.
8. C The noun *vocation* means *calling*, and collocates with *true*.
9. A Only *barriers* (here meaning *fences to keep people back*) fits the meaning of this sentence.
10. B The verb *accomplish* means *achieve*, and collocates with *a great deal*.

Word Choice – Mini Test p159

1. C Costs are usually described as *high*.
2. B Something can be remembered *vaguely* (meaning *imprecisely*).
3. B Here *gain* collocates with *access to*.
4. D The collocation used is *market forces*.
5. A Only the adverb *deeply* can come before *committed*.
6. C To *take a look at* something here means to *read or study* it.
7. B The collocation *advertising campaign* completes this sentence.
8. D In this sentence, only *unusual* can come after *highly*.
9. B Plans can be changed *significantly*.
10. B The adjective *major* collocates best with *concern*.

Dependent Prepositions – Mini Test p161

1. D We use *of* after the noun *understanding*.
2. B Only *by* can come after *inspired* here.
3. C To *count on* someone means to *depend on* or *rely on* that person.
4. D Here *familiar with* means *acquainted with*.
5. A Only *of* can come after *regardless*.
6. B The preposition needed after *impressed* is *by*.
7. C To *interfere with* something is to *meddle* or *intervene* in some way.
8. B Only *to* can come after *essential* here.
9. B We use the expression *an approach to* a problem.
10. A We say to be *specialized in* a subject or field of study.

Words that Look Alike – Mini Test p163

1. B The noun *resignation* comes from the verb *resign* meaning *leave your job*.
2. C Here an *extension* means *extra time* to complete something.
3. B The verb *affect* means to *have an effect on* something.
4. C Here *compensation* (meaning *recompense*) completes the sentence.
5. B An *exception* to a rule is a particular case where the rule need not apply.
6. C The verb *review* (meaning *go over or check*) fits here.
7. C The noun *subsidy* means *financial assistance*.
8. A The verb *detract* (*from* something) means to make something less appealing.
9. B We use *personnel* to refer to workers in a company or organization.
10. A Of these adverbs, *easily* fits best.

Transition Words and Phrases – Mini Test p165

1. C The conjunction *consequently* (meaning *as a result*) is needed here.
2. B Only the conjunction *Besides* (meaning *As well as*) fits here.
3. C Here *currently* (meaning *at present*) completes the sentence.
4. C The conjunction *nevertheless* means the same as *even so*, but can come after the subject.
5. A Here *While* (meaning *although*) is used as a formal means of introducing a contrast.
6. B In this sentence, *since* is used to introduce a reason.
7. A Only *provided that* (meaning *on condition that*) can be used here.
8. B The adverb *ordinarily* means *usually* or *normally*.
9. A The phrase *in particular* means *especially*.
10. D Here *in the end* (meaning *ultimately*) completes the sentence.

Phrasal Verbs – Mini Test p167

1. **C** Only *go back on* (here meaning *reverse a decision*) can fit here.
2. **C** Here *took over* means *began to do something someone else was doing*.
3. **D** The verb *draw up* (meaning *prepare*) collocates with *plans*.
4. **A** The phrasal verb *make up for* means *compensate for or make amends for*.
5. **D** To *get away with* something means to *avoid punishment or criticism* for something.
6. **B** Only *pay off* a debt (meaning *give back the money owed*) can fit here.
7. **A** The verb *carry out* (meaning *perform*) collocates with *responsibilities*.
8. **D** To *come up against* means to *encounter or run into* (a problem).
9. **B** The phrasal verb *do away with* means *get rid of or eliminate*.
10. **A** To be *let down* is to be disappointed in some way (here, unjustly).

PART 5 – Incomplete Sentences

Try It Out p169

1. **D** The noun *decision* collocates with the verb *made*.
2. **B** These nouns all look alike, but only *election* (here meaning *appointment*) fits the meaning of the sentence.
3. **C** We use *such a* before an *adjective + noun*.
4. **C** The *adverb* is used because it describes the verb *to be informed*.
5. **B** The *present simple* completes this first conditional sentence.
6. **C** The relative pronoun *whose* is needed here to indicate the possessive.
7. **A** The phrasal verb *get around to* (meaning *find time to*) fits here.
8. **A** The only adverb that collocates with *skilled* is *highly*.
9. **A** Here the present simple of the modal verb *have to* (meaning *needn't*) expresses a lack of obligation.
10. **A** We use *gain* (here meaning *develop or achieve*) with a *reputation*.
11. **C** Only the conjunction *despite* (meaning *in spite of*) can begin this noun phrase.
12. **A** The *past participle* is needed to complete this passive infinitive.
13. **C** To work *closely* with someone means to work in close cooperation.
14. **A** The infinitive without *to* is used here.
15. **C** Here only *roles* (meaning *responsibilities*) can come before the preposition *in*.
16. **B** An award is given *for* (meaning *in recognition of*) a particular achievement.

Steps to Success p171

Practice 1

- 1.1 **A** [V - prepositions] The preposition *on* completes the phrase *on behalf of* (meaning *as a representative of*).
- 1.2 **B** [V - word forms] Only the adverb *instantly* can describe the verb *stopped*.

Practice 2

- 1.1 **C** [G - verb tenses] The *simple past passive* is needed in this sentence.
- 1.2 **B** [V - words that look alike] The noun *disregard* (meaning *lack of care over*) fits here.

Practice 3

- 1.1 **D** [G - relative clauses] The relative pronoun *which* completes this defining relative clause.
- 1.2 **C** [G - verb forms and tenses] Here the *past participle* of the verb *found* (meaning *establish*) is needed.

Practice 4

- 1.1 **C** [V - dependent prepositions] Of these verbs, only *file* can come before *for*. To *file for* means to *apply for* something official (e.g., a divorce, bankruptcy).

- 1.2 **A** [V - transitional words and phrases] Only *unless* (meaning *if not, or except if*) can fit here.

Practice 5

- 1.1 **A** [G - modal verbs] The modal verb *might* (expressing possibility) is used to complete this present perfect passive sentence.
- 1.2 **B** [V - words that look alike] The adjective *unsuitable* (meaning *inappropriate*) is used here.

Review Test p178

1. **D** Only *course* collocates with *of action* here.
2. **C** The relative pronoun *who* is used to refer to people.
3. **A** A *close* friend is a very good friend.
4. **C** Of these options, only *both* can be followed by a plural noun.
5. **A** Here we use the present simple after the time expression *until*.
6. **D** Only the *adverb* can describe *labeled*.
7. **B** The adverb *already* is used here for emphasis.
8. **C** The only noun here that collocates with the verb *accept* is *responsibility*.
9. **A** Here the modal auxiliary *should* is used to elicit an opinion.
10. **C** The *possessive pronoun* is needed here.
11. **A** The preposition *on* is needed after the verb *concentrate*.
12. **C** Only *anywhere*, used as an adverb, completes this negative statement.
13. **A** The conjunction *unless* (meaning *if... not*) is needed here.
14. **B** These nouns all share similar meanings, but *assurance* (meaning *guarantee*) is used here after the verb *have*.
15. **C** The verb *mind* (meaning *be unhappy about*) takes the gerund.
16. **B** The adjective *unintentional* (meaning *accidental*) best fits the meaning of this sentence.
17. **B** The *future simple* is needed to complete this first conditional sentence.
18. **C** The adjective *hard* is needed here.
19. **A** The conjunction used here to express doubt is *whether... or not*.
20. **D** To *show restraint* means to exercise a degree of discipline or control.
21. **A** This option correctly completes the compound adjective *fully inclusive*.
22. **C** Only the present participle of the verb *wish* (formal for *want*) is possible here.
23. **B** This option correctly completes the present perfect passive.
24. **D** This adverb completes the collocation *commercially viable* (meaning *profitable*).
25. **D** The verb *exert* (meaning *apply*) is used with the noun *pressure*.
26. **C** Here *respectfully* is used before the verb *suggest* to complete this formal proposition.
27. **C** The preposition that follows the verb *engage* (meaning *participate*) is *in*.
28. **B** The noun *disregard* (for something) means a *lack of concern*.
29. **A** This adverb (meaning *continually*) completes the sentence.
30. **B** Only the adjective *valued* (meaning *appreciated or esteemed*) can be used here.

PART 6 – Text Completion

Try It Out p183

1. **A** All four options can refer to a *subscription*, but only the verb *expire* (meaning *end or run out*) fits the context.
2. **D** The *present perfect simple* is needed here.
3. **C** The adjective *exclusive* (meaning *special*) comes before the noun *offer*.
4. **B** Only this sentence fits the context of encouraging the reader to renew their subscription.
5. **D** The conjunction *Or* is used here to introduce an alternative.
6. **B** Only the verb *nominate* (meaning *propose or put forward*) can complete this sentence.
7. **C** Only this sentence fits the context of encouraging the reader to renew their subscription.
8. **C** Here the *present simple* is used for a scheduled future date.

Steps to Success p185

Practice 1

1. **B** The preposition *in* is used after the verb *result*.
2. **A** The verb *aware of* (meaning *know about*) is used here.
3. **C** Here *Neither* is used as a determiner to refer to two things.
4. **A** This apology is the most suitable conclusion to the memo.

Practice 2

1. **C** Only the verb *save* fits the context here.
2. **C** After the adjective *easy* the infinitive with *to* is needed.
3. **B** The verb *minimize* (meaning *make as small as possible*) completes this sentence.
4. **C** This sentence follows on from the previous sentence and relates to the context most closely.

Practice 3

1. **A** The *past simple* is used to refer to an action completed in the past.
2. **C** Only the conjunction showing contrast *Although* fits here.
3. **D** Here *engaged* (meaning *involved*) is used.
4. **D** This sentence refers to the topic most closely. It encourages readers to consider the benefits of spending their holiday time at or near home.

Practice 4

1. **B** The noun *enhancement* (meaning *improvement or development*) is used here.
2. **B** The *present perfect simple* is used to describe a recent past action that is important now.
3. **A** This sentence logically links with what comes before, and after.
4. **C** Only the adverb *currently* (meaning *at this time*) completes this sentence.

Practice 5

1. **B** The context of this e-mail indicates that the noun *bill* (meaning *demand for payment*) fits here.
2. **C** Only the *possessive pronoun* can be used here.
3. **C** here the conjunction *therefore* introduces a consequence.
4. **D** This promise to pay fits most closely with the purpose of the email.

Review Test p192

1. **C** Only this adjective (meaning *reliable* or *trustworthy*) can fit here.
2. **A** Here the verb *handle* (meaning *deal with* or *take care of*) is used.
3. **B** The structure *from... to* links this sentence.
4. **D** This relates to the ad's core message in the previous sentence to *come to Alberta Movers*.
5. **C** Here *other* (meaning *alternative*) is used as a determiner after *no*.
6. **C** After the verb *take advantage* the dependent preposition *of* is used.
7. **B** The noun needed is *partners* (meaning *businesses that have a working relationship with each other*).
8. **B** Ms. Verney is already a member of the loyalty program. This sentence reflects the main purpose of the letter, to encourage her to use her account and access its benefits.
9. **B** Here the *future simple* is used to introduce an expectation.
10. **B** We normally use *in-depth* before *knowledge*.
11. **C** The conjunction *and* is used to introduce an additional requirement.
12. **B** This sentence links most closely with the job ad's main purpose to attract suitable applicants.
13. **C** The auxiliary *Did* completes the *past simple* tense which is needed here.
14. **D** This sentence follows logically from Martin's request that Jenny attend the event. He goes on to say it *would be great* if she can go in his place.
15. **B** Only the adjective *necessary* (meaning *required*) can be used here before the noun *arrangements*.
16. **A** The infinitive with *to* is used after the noun *chance* (meaning *opportunity*).

PART 7 – Reading Comprehension

Try It Out p202

1. **B** The letter is dated June 25, and mentions Mr. Rachman visited the restaurant on June 21. We can conclude he recently ate there.
2. **A** The letter refers to an *enclosed certificate* giving a *25 percent discount* on a meal at any of the chain's restaurants.
3. **D** This sentence fits best at the end of the paragraph, as both *Wherever* and *it* refer back to the content of previous sentences.
4. **D** The notice is promoting an event called "*Discover the Planets*." Although entry regulations (A) are mentioned, this is not the main purpose. The schedule is given, but there is no suggestion of any changes (B). (C) is not mentioned.
5. **C** The concert starts at 8:00 P.M., and the event finishes at 10:00 P.M. We can infer that the concert lasts two hours. (A) refers to the *pre-concert talk*. (B) is the time between the event's starting and the beginning of the concert. (D) is the total time the event will last.
6. **B** Here the adjective *spectacular* means *impressive* or *amazing*.
7. **C** The notice states that it is possible to buy tickets *at the door* (A), or *on our website* (D). A phone number is also given for people wanting further details (B). The only method of communication not mentioned is by fax.
8. **A** The article is reviewing some new speakers, and gives an overall judgment. How to use the speakers (B) is not mentioned. (C) is incorrect because the article highlights both positive and negative points. (D) is not indicated.
9. **A** The sound quality is *superb*. However, weaknesses include the *high price* (B), *large and bulky design* (C), and *no built-in AC power outlet* (D).
10. **B** The adjective *handy* means *useful* or *helpful*.
11. **A** to have *deep pockets* is an expression meaning to be wealthy.
12. **B** Ms. Brown is writing to ask Mr. Garcia *to attend a preliminary interview*. She wants to confirm the date and time she suggests is convenient. She does list information he should bring (C), but this is not the main purpose of the letter. A job offer (A) will be dependent on the result of the interview. (D) is not mentioned.
13. **D** Under *Requirements*, we can read *a Bachelor's degree in Accounting, Finance, or Business* (A), *experience in a similar role* (B) and *Strong user of Excel, Word...* (C). While Ms. Brown provides *A map showing the location of the interview venue*, that is not the main purpose of the letter (D).
14. **D** The letter states that Mrs. Anderson is *Head of Finance*. The ad, which is for a financial position, states that the post holder will *deliver monthly reports to the head of department*. We can conclude this is Mrs. Anderson.
15. **C** In her letter, Ms. Brown writes *Please reply by e-mail to confirm your attendance*. (A) relates to Mr. Garcia's wish to keep the interview secret from his current employer. He has already supplied references (B). He needs to take documents to the interview, not send them (D).
16. **B** Here, the noun *portfolio* means *folder* or *collection* (of documents to use as examples).
17. **C** The advertisement states *100% natural ingredients*. (A) is incorrect as the advertisement only claims they are *not tested on animals*. (B) is not indicated. (D) is incorrect, as the advertisement only mentions vitamins in general, it does not specify which.
18. **B** The shopping cart shows that the customer paid for *expedited shipping*, so the parcel must have been delivered the next day. (A) confuses *wrong size* with the *incorrect nail polish* that was delivered. (C) is incorrect as the e-mail was written on September 4, so the sender must have bought the product on September 3. (D) is incorrect as the shopping cart shows that the customer did not ask for gift-wrap.
19. **A** Ms. Yuan says that *Lipstick 101 was out of stock*, and, according to the notice, 101 is Blush Pink.
20. **B** The phrase *in mint condition* means as new, or *unused*.

21. **D** Ms. Yuan writes that she was sent the *incorrect nail polish*. (A) is not indicated; the wrapping mentioned is the manufacturer's wrapping around the lipstick tube, and it is described as being intact. (B) is not indicated; price is not mentioned. (C) is incorrect, as Ms. Yuan paid extra for expedited delivery, but does not complain that she did not receive the service she paid for, so the parcel must have been delivered within the time stated.

Improve Your Performance

E-mails and Memos

Passage 1 p213

Main Ideas

1. **B** Ms. Miller is asking a client to *select the most appropriate speakers* from a list and choose *three company visits* in order to create a customized "Managing Global Change" program.
2. **A** References to *learning objectives, academic input, case study materials*, and *this course* all indicate Lawson Associates is a training company.

Details/Inferences

1. ten days 2. "Managing Global Change" 3. five 4. company visits 5. at Lawson Associates 6. choose speakers and three companies to visit 7. two (speakers and company visits) 8. next week

Passage 2 p214

Main Ideas

1. **C** The e-mail gives an overview of the main features inside the latest edition of a magazine called *Business Ventures*. A survey (A) and insurance coverage (D) are mentioned, but neither is the main purpose. (B) is not mentioned.
2. **B** Readers of *Business Ventures* are the focus. Some key contributors are mentioned (C), but they are not the recipients of this e-mail. (A) and (D) are not indicated.

Details/Inferences

1. online and in print 2. a Japanese electronics expert 3. the chance to win a free year's subscription to *Business Ventures* online 4. anyone interested in customer service/client satisfaction 5. May 6. for tips on how to become a successful entrepreneur 7. C.E.O. of Garret Enterprises 8. to get reader feedback on *Business Ventures*

Passage 3 p215

Main Ideas

1. **A** The memo expresses satisfaction at the performance of Ms. Hill, a temporary intern working at Marshall. A job offer (B) is referred to, but only *after she graduates from business school*. (C) and (D) are not indicated.
2. **C** Ms. Hill is an intern working at Marshall for two months as part of her degree. Ms. Lee says she would be happy to offer Ms. Hill a permanent job, but Ms. Hill is not a permanent employee at present (A). (B) is incorrect as Ms. Hill has been *working long hours and even weekends*. We can infer that Ms. Lee, not Ms. Hill, is the manager of the Legal Affairs department (D).

Details/Inferences

1. June 25 2. two months 3. Ms. Hill's internship will end. 4. offer Ms. Hill a permanent position at Marshall after she graduates 5. Legal Affairs 6. Her sense of humor 7. Human Resources (HR) 8. ten years

Mini Test – E-mails and Memos p216

1. **B** Ms. Carter is applying for a full-time job at *A Cut Above* as a *Senior Stylist*. She mentions her availability for an interview (A), but this is not the purpose of the e-mail. (C) and (D) are not indicated.
2. **B** She writes that she currently works *three days a week*. She is *looking for a full-time opportunity* (A). (C) is incorrect as she has a job. She mentions that she is *self-taught, not self-employed* (D).
3. **A** Here *trends* means *fashions* or *(hair)styles*.
4. **C** She says she works *three days a week*, and is *generally available on Tuesdays and Wednesdays, or most weekends*.

5. **D** This is the only possible answer, as she says she is *self-taught*. No other option can be correct as she has *five years' experience* (A), has a *very good knowledge* of her field (B), and wants a full-time job (C).

Letters and Faxes

Passage 1 p218

Main Ideas

1. **C** The letter confirms a booking for a cruise vacation. (A) is not indicated. Money is mentioned, but the letter does not discuss a bank transfer (B). The company's website service is also mentioned (D), but this is not the main topic.
2. **C** It must be a shipping company as it has a fleet of cruise liners.

Details/Inferences

1. 15 days [November 3-November 17] 2. September 3 (*two months before the date of departure*) 3. It includes visits to ten ports in the East Mediterranean. 4. via the website www.htw.co.uk 5. £2,300 6. shore excursions 7. Southampton 8. an itinerary and a Welcome Pack

Passage 2 p219

Main Ideas

1. **A** The fax was sent after Ms. Cheng complained that her food processor was faulty. No delivery is mentioned (B). Mr. Williams does ask the customer to return the product (C), but only if the problem is not solved after following the recommended steps in the Troubleshooting Guide. (D) is not mentioned.
2. **B** Ms. Cheng complained that *the pulse button does not function and the chopping blade comes loose*. (A) is incorrect, as it was purchased three weeks ago yet has a *one-year warranty*. (C) is not indicated. Although the model is three years old, this does not mean it is an *old model* (i.e., has been superseded by a more recent model) (D).

Details/Inferences

1. three weeks ago 2. *on the phone* 3. two (*the pulse button and chopping blade*) 4. follow steps in the Troubleshooting Guide 5. Nothing. She can return it *free of charge*. 6. one year 7. three 8. If the food processor cannot be *repaired*

Passage 3 p220

Main Ideas

1. **A** The letter outlines recent changes to the name, management, and operations of West Office Supplies. The letter is for existing customers, not new customers (B). Readers are encouraged to order online (D), but this is not the main purpose of the letter. (C) is not mentioned.
2. **D** The letter mentions a range of services for customers and offers for online purchases and new orders. Delivery schedules (A) are not mentioned specifically. (B) and (C) are mentioned, but are not the main focus.

Details/Inferences

1. 12 (from 8 A.M. to 8 P.M.) 2. two months (May and June) 3. having your own Preferred Account Manager to deal with your orders 4. to qualify for a 20 percent discount when ordering online 5. *within five rings* 6. May 1 7. anyone spending over \$500 per month 8. by phoning or going online

Mini Test – Letters and Faxes p221

1. **D** Dr. Hammond is writing to invite Dr. Parker to be a speaker at a convention. She wants Dr. Parker to accept her proposal (A). She has nothing to thank Dr. Parker for (B). She mentions a convention, but the purpose of the letter is not to promote it (C).
2. **C** The letter discusses arrangements for the *Bio International Convention*, which will be held in the summer. (A) is not indicated. (B) and (D) relate to the theme and a topic of the convention.
3. **D** The letter states that *over 2,000 delegates are expected* (A). The conference will take place in *Washington from August 7 – 10* (B). (D). The theme is *Drug Discovery & Development*, especially in

the *Asian biotech market* (C). The only thing not mentioned is the registration requirements.

4. **A** Dr. Hammond writes that Dr. Parker has spoken *many times* on the topic of intellectual property rights. (B) is not indicated. (C) and (D) are both incorrect.

Notices

Passage 1 p223

Main Ideas

1. **B** Phrases such as *If you are not at home when your purchase arrives* clearly indicate this is intended for store customers.
2. **A** The notice gives delivery arrangements and details how to make *national shipments*. Readers do not make deliveries (B). (C) is referred to only briefly. (D) is not mentioned.

Details/Inferences

1. because a *signature is required on delivery* 2. international customers 3. free (for orders over \$175) 4. Monday (*the next business day*) 5. people who *live in a rural area* 6. the *nearest Post Office* 7. if the items are held for longer than 15 days 8. Overnight Express delivery

Passage 2 p224

Main Ideas

1. **A** The notice is to announce a new development, namely the appointment of Mark Adams as Corporate Marketing Vice President.
2. **D** We can infer that this is a press release intended for people outside the company. (A), (B), and (C) all relate to groups of people within the company.

Details/Inferences

1. a *consumer electronics manufacturer* 2. President of Hebsing 3. an MBA in Marketing 4. Director of Overseas Marketing Operations 5. five years 6. Sao Paulo, Brazil 7. South America 8. Global Sales Manager

Passage 3 p225

Main Ideas

1. **B** The notice is to announce the closure of a company called HAL Home & Office.
2. **C** The notice thanks *all of our suppliers for your support*. (A), (B), and (D) are not mentioned.

Details/Inferences

1. It manufactures home and office furniture. 2. September 30 (*a month before closing the business*) 3. 22 years 4. October 30 5. Bakersville 6. *competition from overseas, where lower production costs* mean the company is no longer *competitive* 7. 90 days 8. call the Support Center for more information or assistance if needed

Mini Test – Notices p226

1. **D** The CCDA is running the competition. It is likely that an employee, rather than the Director (A), would be responsible for issuing this notice. (B) and (C) are not indicated.
2. **C** The notice states *Minimum age is 16 years*. (A), (B), and (D) are all eligible to enter.
3. **B** There is a *Registration fee* for all entrants. (A) is incorrect as only *digital art and photography* may be entered. (C) is incorrect as the notice states *Multiple entries permitted*. The jurors listed at the bottom of the notice are mostly administrative officials rather than artists (D).
4. **A** March 25 is the *deadline for entries*. The winners will be announced on April 2 (B). May 1 and May 30 are the start and end of the solo exhibition (C), (D).
5. **B** The winner's *solo exhibition* will be *widely promoted... worldwide*. (A) refers to the value of making 12 prints of the winners work. The show will be promoted worldwide, but there will not be a worldwide tour (C). (D) is not mentioned.

Advertisements

Passage 1 p228

Main Ideas

1. **B** The ad is aimed people who like *skiing, biking, climbing... all kinds of extreme sports*. (A) is incorrect as this is a movie camera. There is no indication that movie directors (C) might want to buy it. (D) is not mentioned.
2. **C** The ad is promoting the *Mini Action Cam*. (A) relates to the various sports mentioned. (B) is not indicated. (D) confuses *moviegoers* with people wanting to take *movie footage* while engaged in sports.

Details/Inferences

1. its small size 2. inside the camera 3. a micro 32GB SD card 4. *to protect the camera from knocks and bumps* 5. 2 hours 6. with an *integrated clip* 7. children under 12 years of age 8. a rechargeable lithium battery

Passage 2 p229

Main Ideas

1. **B** The ad is promoting apartments for short- and long-term rental. They are not for sale (A), or under construction (D). No hotel renovation (C) is mentioned.
2. **D** People traveling to Toronto on business would most likely be interested in renting serviced apartments.

Details/Inferences

1. in the business district of Toronto 2. book online 3. a *twice-weekly maid service and linen change* 4. It is simple and quick. 5. people wanting to stay *longer than a month* 6. *in the basement* 7. *toiletries and a hair dryer* 8. It is open 24 hours.

Passage 3 p230

Main Ideas

1. **B** The ad is promoting *private health coverage* provided through JVK Insurance.
2. **A** The ad states that the coverage is for *individuals, families, and the self-employed*.

Details/Inferences

1. anyone who decides to *join this month* 2. \$30 3. prescription drugs 4. 20 nights (\$150 per night x 20 = \$3,000) 5. access to the *Wellbeing Hotline*, a health advice line 6. dental expenses 7. at any time (24 hours a day, every day of the year) 8. 10 percent

Mini Test – Advertisements p231

1. **D** The ad is aimed at anyone who wants to come to the San Diego Sicilian Festival.
2. **C** The ad refers to *Italian food* only, not food from other countries. With 120,000 visitors, it is a large festival (A). People *from all over the world come* (B). It is *fun for the whole family* (D).
3. **D** There are no directions on how to get there, only a reference to free parking once there. The festival began in 1994 (A), and is in the Little Italy district of San Diego (C). Lots of activities are mentioned (B).
4. **B** Visitors to the event are asked to *arrive in good time*. (A), (C), and (D) are not mentioned.
5. **D** Here *array* means *selection or range*.

Articles

Passage 1 p233

Main Ideas

1. **B** This article is reporting the result of a vote by GoMart shareholders in favor of a takeover by Jayson. It refers to a past shareholders' meeting, not one to take place (A). The company GoMart has not collapsed (C), and although a dispute is hinted at, no details are given (D).
2. **C** The article is of general interest to anyone following business affairs.

Details/Inferences

1. a chain of budget convenience stores 2. two years ago 3. As the *GoMart board and most shareholders are delighted*, we can infer the offer is a good one. 4. *for nearly 40 years* 5. throughout the southern states of the US 6. 85 percent 7. because there are *no guarantees to safeguard any jobs* 8. four (three *early attempts* and the current successful bid)

Passage 2 p234

Main Ideas

1. **D** The article gives details of a farming convention to take place in Melbourne. The convention will showcase cutting-edge technology, but the article does not announce any breakthrough (A). (B) and (C) are referred to but are not the reason the article was written.
2. **A** The event is open to all, and should appeal to everyone from school-age children to visitors from far and wide. (B) and (D) are not indicated. (C) is incorrect.

Details/Inferences

1. over 50 2. March 31 3. *agricultural sustainability and national and global food security* 4. Business Development Manager at the Regional Development Council 5. nothing (the events are *free of charge*) 6. more than 20,000 square meters 7. *top celebrity chefs* 8. There will be a wide range of *eye-catching displays*.

Passage 3 p235

Main Ideas

1. **D** The article is about the issue of funding for alternative energy sources. It does not go into detail about sources of renewable energy (A). Difficulties (B) are only referred to and (C) relates to Mr. Cho's plan, not the topic of this article.
2. **C** The article informs the reader about a convention for start-up companies seeking funding, and the hopes for clean energy development.

Details/Inferences

1. around 150 2. an investment company that supports alternative-energy technologies 3. C.E.O. of GemOil 4. Los Angeles 5. large multinational companies such as DHL or UPS 6. a liquid biofuel 7. to increase *clean energy's global power market share to 10%* 8. The writer admires Mr. Cho's optimism.

Passage 4 p236

Main Ideas

1. **A** The article is about the economic performance of a metal treatment company called Farnworth. The focus is the company's growth, not growth in the metal industry at large (B). No merger is mentioned (C), and a rise in profits is mentioned, not wages (D).
2. **D** The statistics all indicate strong growth. The company was restructured (A). It has a good reputation already (B). It does not anticipate any difficulties to overcome (C).

Details/Inferences

1. \$90.35m 2. Linda Saunders 3. BH Velsspri 4. the current headline operating margin 5. the South American market 6. by \$0.23 (\$1.25 minus \$1.02) 7. The writer says it is *staggering* (i.e., *amazing/incredible*). 8. The company is optimistic, predicting *strong growth in the coming year*.

Mini Test – Articles p237

1. **A** The article reports the granting of planning permission for a *120-bed long-term care facility*. Construction is yet to begin, so it is not completed (B). (C) is not mentioned. The application has been granted, not rejected (D).
2. **C** The residents *are not satisfied that their concerns have been addressed*.

3. **D** Pat Johnson is the organizer of the *Residents Action Committee* that is opposing the development.
4. **B** Here *controversy* means *disagreement or debate*.
5. **D** The organizer of the protest group, Pat Johnson, says *This is not the end of the battle*. They intend to continue to fight the plan.

Double Passages

Passage 1/2 p240

Main Ideas

1. **C** The memo is giving details of the company's wellness training program for the coming year. Although health is the focus, safety is not specifically discussed (A), and no single *corporate event* is mentioned (B). The training company providing the services is mentioned, but not promoted (D).
2. **C** The notice refers to *your staff* and is intended for managers in companies that wish to use wellness services to boost their employees' energy and productivity.

Details/Inferences

1. in California 2. 11:00 A.M. 3. Staff Development Manager at NIC Corp. 4. every three months 5. The only service NOT mentioned in the memo is *Workstation Assessments*. 6. register via their line manager 7. Office Yoga is described as a *firm favorite with staff*. 8. repetitive strain injury 9. to make sure companies *comply with federal regulations* 10. at least one 11. *Health through Massage*. According to the notice, the on-site massage service helps back problems. 12. one hour

Passages 3/4 p242

Main Ideas

1. **D** The article focuses on the issue of high electricity bills, and suggests ways consumers can try to get the best rate. Special energy deals are mentioned (A), but only as examples of suppliers misleading consumers. The article accuses utility companies of misleading customers, but does not describe them as dishonest (B). The article urges readers to try to get the cheapest electricity rate. It does not list ways to save energy (C).
2. **C** The letter was written by an Office Manager.

Details/Inferences

1. an electricity supplier 2. They are *made to look like a special offer*. 3. They should *check the contract terms & conditions*. 4. telling customers when their energy contract is about to end 5. 12 months 6. by sending a termination letter 7. within 48 hours of receiving his letter 8. The letter is dated July 23, and asks for the contract to be ended on July 31. This does not meet the advice to write *well in advance*. 9. to stop suppliers from saying they never received the letter 10. 120 days 11. after the minimum notice period has passed 12. GM Engineering

Mini Test – Double Passages p244

1. **C** The review gives general advice for travelers who are considering staying at The Peartree Hotel, Singapore. The purpose is not specifically to recommend the hotel (A). The writer mentions some negative points, but is not complaining officially (B). (D) is not indicated.
2. **B** The writer's room had a view of the garden, and the rate included breakfast. A deluxe room including breakfast costs \$125.
3. **D** The advertisement mentions an *entertainment lounge*, but not live music in the evenings. (A), (B), and (C) are all mentioned.
4. **A** The writer says the hotel is *charging too much* for drinks from the mini-bar. (B), (C), and (D) are not mentioned.
5. **C** The review is dated *Aug 12*, and the writer has *just come back from a one-week vacation* there.

Triple Passages

Passage 1/2/3 p248

Main Ideas

1. **C** The conference schedule mentions *safeguarding your business* and *how companies can combat these threats*. (A) and (B) are incorrect. (D) confuses *law enforcement officers* with the word *security* used in a computer context.
2. **D** The schedule starts from 10 A.M. and runs to 4:30 P.M.

Details/Inferences

1. at 3:30 P.M. 2. Cryptography 3. He is being ironic, implying that Chris knows he will not be able to understand that particular session. 4. Dartbourne 5. to attend a parent-teacher meeting at his child's school 6. because he has a meeting the following morning 7. next week 8. the Number 36 9. two (bus and taxi) 10. Application Security 11. at lunchtime 12. 20 minutes

Passage 4/5/6 p250

Main Ideas

1. **C** Megan Rice has written a professional review of the product. She does not use it (A), and has not bought one (D).
2. **D** This is a product for sale to the general public.

Details/Inferences

1. the TX2 (*supersede* means *replace*) 2. a personal organizer. 3. They both mention it is cheap 4. BobbyB, Megan Rice 5. It doesn't offer any more features than a regular cell phone. 6. He means the device is expensive for what it is and is not worth the money. 7. Sir Lancelot 8. It has a faster processor and larger font. 9. RabbitRun refers to its long battery life. 10. Mark_Twain_fan 11. over \$790 12. two: RabbitRun and Mark_Twain_fan

Mini Test – Triple Passages p252

1. **B** Ms. Romanova says that, depending on final numbers, the number of groups and afternoon session will change, so this is a draft schedule.
2. **C** Ms. Romanova asks Dr. McCarthy to complete her presentation, which begins at 2:15, in 45 minutes.
3. **D** Ms. Ahuja says she is finalizing the check-in of the group, and *will be in contact with the group leader*, so she is obviously an employee of the Indian company.
4. **B** In her e-mail, Ms. Romanova says that if *there are 16 or fewer in the group*, then she *will cancel Mr. Gomez's tour*. Ms. Ahuja confirms that there will be only 14 in the group.
5. **A** *Might be better advised* is a polite way of suggesting a course of action to someone; the time difference means that Ms. Ahuja may not receive any e-mails for several hours, so it would be quicker and more convenient to phone the hotel.

Steps to Success p254

Practice 1

1. **D** The e-mail is from a member of a conference organizing team. (A) refers to the recipients of the e-mail. (B) relates to the website. (C) is not indicated.
2. **A** Presenters are asked to upload their presentations and photos.
3. **B** (A), (C), and (D) are all mentioned in the first paragraph. Only (B) is not mentioned.
4. **D** The main conference will take place in Sydney. (A) relates to the additional online coverage. (B) is incorrect as the date is already April 20. (C) is not indicated.

Practice 2

1. **B** Mr. Wilson is writing to confirm a two-week extension to Mr. Garcia's period of absence. (A) is mentioned, but is not the main purpose. No new appointments are mentioned (C). Mr. Garcia's operation has not yet taken place (D).
2. **A** Mr. Garcia's absence is due to his *health situation* (B). He is granted leave by Human Resources at CTS Electrical (C). Mr. White is his *coworker* (D). Only (A) is not mentioned.

3. **D** His absence is extended for two weeks from the date of the letter (Oct 10).
4. **D** His *key clients* will be looked after by Mr. White.

Practice 3

1. **C** The notice details how customers can return a faulty product to KARTCo.
2. **C** The notice states a replacement can be made if *no receipt can be found*, but a service fee will be charged. (A), (B), and (D) are mandatory.
3. **A** The service department is open Monday through Friday only. (B), (C), and (D) are not indicated.
4. **C** Here *defective* means *faulty* or *not working*.

Practice 4

1. **B** The name of the company and the items listed indicate this company renovates offices. (A) and (D) are incorrect as the company offers services as well as products. (C) is not indicated.
2. **A** The fax gives a quotation for the work detailed. No revision has been made (B). Mr. Sawyer is thanked, but this is not the main purpose (C). No payment is due (D).
3. **B** Payment terms show 30 percent is required *upfront* (i.e., as a deposit in advance).
4. **C** The fax says it *should take no longer than 4 weeks to complete* the work. The date is June 25. (A) relates to the maximum time before work will start after the contract is placed. (B) is not indicated. (C) refers to the validity of the quote.

Practice 5

1. **C** This ad promises to help boost sales for company owners by improving their web presence. (A), (B), and (D) relate to people employed by the company.
2. **B** The sub-heading of the ad states the company was founded in 2010. (A), (C), and (D) cannot be inferred.
3. **D** The ad promises to *increase your site traffic* (A) and create an *appealing website* (B). It also offers *e-commerce solutions* (C). Only (D) is not mentioned.
4. **A** Here *rating* means *position* or *rank*.

Review Test p261

1. **C** The information refers to registration for a *webcast* (i.e., an internet broadcast) entitled *Seven Mistakes Everyone Makes in Business*.
2. **B** Anyone who has a question is asked to *contact Paul Fisher*, whose e-mail address begins *support*. We can infer he is an organizer. (A), (C), and (D) cannot be inferred.
3. **C** The note at the top gives the first quarter as April-June, so we can confirm each quarter is three months. The chart covers a total of four quarters.
4. **D** Sales are much higher in the third quarter. We can infer the products are more popular during October-December. (A) cannot be inferred as we do not have all of last year's figures. (B) is incorrect. (C) cannot be inferred as profits are not mentioned.
5. **A** The book is about the *Great Depression* in America in the 1930s. The author is a *historian*. Although the topic of food is covered, this is not a cookbook (B). (C) and (D) are not mentioned.
6. **C** The author has written two *previous books*. (A) confuses her academic title *Dr.* with a medical doctor. (B) relates to her PhD subject and cannot be inferred. (D) is not mentioned.
7. **C** The reviewer says the book is *sure to be a bestseller* (A), includes *familiar... themes* (B), and is *very readable* (D). Only (C) is not mentioned. [The themes of the book are *potentially dull*, but actually are covered *in a vivid and meaningful way*.]
8. **B** Here, the word *plummeting* means *declining (sharply)*.
9. **D** The message indicates that Ms. West is normally responsible for Mr. Leung's travel arrangements, so she is most likely his secretary. (A) and (C) are incorrect because Ms. West works in a different company. Ms. West works at Storm Engineering, Inc, not a travel agency (B).
10. **B** The meeting is on Wednesday. Mr. Leung is *arriving the evening before the meeting* and his *return flight is on Thursday morning*.

11. **D** Ms. West's message states that Mr. Leung will stay *for an extra night* and asks Mr. Khan to *arrange this with the hotel*. Mr. Khan should only call Ms. West (A) *if there are any problems with the booking*. (B) and (C) are incorrect.
12. **C** This is a schedule detailing movies showing at a movie theater. (A), (B), and (D) are not mentioned.
13. **A** Of the answer choices, only *Mayhem in Miami* has a G rating, which means *Suitable for all ages*.
14. **C** *The Lost Planet* is 110 minutes long, whereas the others range between 90 and 105 minutes in length. (A) and (D) cannot be inferred. (B) is incorrect because it has a PG rating, meaning *Parental guidance recommended*.
15. **C** The price for this five-day vacation is *valid... from April through June*. The price may increase afterward. (A) and (B) cannot be inferred. (D) is incorrect.
16. **D** Visitors can *relax on the pristine beaches*, so Barcelona must be located near the sea. (A), (B), and (C) cannot be inferred.
17. **A** Here, the word *pristine* means *unspoiled or immaculate*.
18. **B** Only *breakfast* is included, not dinner. *Round-trip flights* (A), *hotel* (C), and *entry to places of interest* (D) are included.
19. **C** Ms. Hernandez writes *I am very sorry about the error* and later finishes *please accept my apologies for the error*. (A) relates to Mr. Sharma, who has complained. No price for shipping is given (B) and the delivery (D) has already been sent.
20. **D** The number of bookcases on the order form was *misread*. Ms. Hernandez has shipped *the outstanding bookcases*, indicating that the original shipment was not complete.
21. **D** Mr. Sharma needs to quote CDL901 to obtain a *discount of ten percent* when he next places an order.
22. **D** This sentence fits best at the end of the final paragraph, as *this* refers to the discount mentioned previously.
23. **B** This notice advises on the *ways to recycle clean, used motor oil*. (A) confuses *wastage* with *waste*. (C) and (D) are not mentioned.
24. **A** The notice concerns recycling used motor oil, so is of interest to drivers. (B) is not mentioned. (C) and (D) relate to where drivers need to take their used oil.
25. **D** Certified Motor Oil Recycling Centers are open *on the first Saturday of the month*. They *do not charge a fee* (A). Five gallons is the maximum size of container accepted, not the only size (B). (C) is incorrect as drivers *must not bring contaminated motor oil*.
26. **D** Hazardous Waste Collection Centers do not accept *waste from a commercial source*. (A) and (B) are acceptable. The limit is 15, not 12 gallons (C).
27. **C** Author Mary Beth Glaser *has traveled 2,500 miles to be with us in Norfolk today*.
28. **C** This session will *be taking Engledean Public Library as an example* to show how social media can help marketing.
29. **A** Here, the word *shun* means *ignore or avoid*.
30. **A** Mr. Richaud asks for *specifications* of some machines *plus details about ordering and shipping*. (B), (C), and (D) are not mentioned.
31. **B** The e-mail states that the company supplies *pharmaceutical packaging services* to manufacturers. (A) relates to the company's customers. (C) relates to Magnet Pharma. (D) is not mentioned.
32. **B** Ramona Ortiz is *Sales Manager Europe*. Medico-Emballage is based in France and Mr. Richaud is interested in purchasing packaging machines.
33. **C** The grid indicates that the company has several departments and a complex structure. (A) is incorrect as there is a *Domestic Sales Manager*. (B) cannot be inferred. (D) cannot be inferred. *Magnet* is merely the name of the company.
34. **D** Mr. Richaud writes he is looking to buy *two new machines*, and has seen suitable machines on Magnet Pharma's website. He also asks for *details about ordering and shipping*.
35. **D** Mr. Martinez asks Ms. Lee to agree to his *leaving the office by four o'clock* on Thursdays. He is not asking for a transfer (A). (B) is not mentioned. (C) is incorrect as he will *cover the cost* himself.
36. **D** He wants to take a *desktop publishing* course. He writes that the Intermediate class (C) would be more suitable, but the time is inconvenient so he *would like to attend the Thursday class*. This is the Advanced class.
37. **C** All classes run either from 5:00 through 7:00 P.M. or from 7:00 through 9:00 P.M. Classes are offered four evenings per week, not five (A). *Exam fees are extra* (B). (D) is incorrect as all levels of the same course are the same price.
38. **A** Here, the word *overlaps* means *coincides or takes place at (partly) the same time*.
39. **A** Mr. Martinez says he is *eager to advance within the company*, but his appraisal identified that his *desktop publishing skills were not good enough*. By improving his skills, he hopes to be promoted. He will only work lunchtimes on class days, not every day (B). (C) is incorrect as he thinks he is Intermediate level rather than Advanced. (D) is not mentioned.
40. **B** Aqua Innovations are testing a device that treats *the salty water of the ocean*, EcoPowerhouse uses energy from waves and transports seawater, Dynamic Futures *will harness the ocean's tide*, and BioFabric is making textile from seaweed. (A) and (C) are incorrect. (D) cannot be inferred.
41. **D** In the radio program *The Balance Sheet*, Mr. Capelli talked about *active-wear fashion*, so he must have spoken about BioFabric, which makes textiles for sportswear.
42. **D** *The next big thing* means the newest trend in a particular field, which is taken up quickly by the population.
43. **B** Ms. Morgan says in her e-mail that she has enjoyed the radio station *over recent weeks since the arrival of 'The Balance Sheet'*, so the program must have started within the last few weeks. (A) is incorrect as the program is broadcast at 6:00 P.M.
44. **A** Ms. Morgan says that Mr. Capelli *became involved* with her company, after which it was successful, so it can be assumed that his involvement involved financial help, given that he is an investor.
45. **B** Ms. Murphy says in her e-mail *We now need to agree on a date*. (C) is not discussed.
46. **A** Ms. Murphy refers in her e-mail to *graduate recruitment interviews and taking on about ten people*.
47. **B** Ms. Murphy says they will need to *discuss whether we are happy to run with the same agenda*, so the agenda has not yet been decided.
48. **C** Ms. Murphy says she is free from 3rd to 6th October, and Mr. Lim's diary indicates that he has a full day free on Wednesday 4.
49. **A** Ms. Murphy's e-mail refers to the focus group being for *line managers*, and Mr. Zimmerman is apologizing for not being able to attend the focus group.
50. **B** Only the orange and yellow jerseys are *high-viz* (high-visibility). The jerseys are *machine-washable* and *quick-dry* (A), have a *full-length zipper* (C), and are made of *polyester*, a man-made fabric (D).
51. **A** Bradley Green says *The club will cover the cost of the jerseys*, i.e. will pay for them.
52. **B** A *sense of belonging* refers to a relationship or affiliation and feeling of trust and affection. (A) and (C) refer to other meanings of *belonging*. (D) wrongly associates *see with sense*, since sight is one of the five human senses.
53. **D** The online shopping cart indicates that only yellow jerseys were purchased, and Bradley Green says that *we will buy jerseys in the color that scores the highest number of votes*.
54. **C** The online shopping cart indicates that 16 jerseys were purchased, and so were eligible for a 10% discount.

Reading Test

Part 5 p280

101. **C** The *past participle* completes the phrase *get (something) done*.
102. **C** Here *of* is the only preposition that can follow the noun *a result*.
103. **B** Only *both* is followed by a plural noun.
104. **D** Here *within* is used as a preposition meaning *in less than*.
105. **A** Only the *present simple passive* can fit here.
106. **A** The *present simple* of the *verb* completes this sentence.
107. **A** Only *held* collocates with the noun subject *conference*.
108. **A** The possessive adjective *their* is used here.

109. **C** The verb *raise* (meaning *increase*) comes before the direct object *interest rates*.
110. **D** The *present participle* describes actions happening at the same time.
111. **B** Here the *+ing* form is used as a *gerund*.
112. **D** The conjunction *so that* (meaning *in order that*) fits here.
113. **B** The phrasal verb *step up* (meaning *increase*) is used here.
114. **B** Here *any* is used as a determiner before the singular uncountable noun *industry*.
115. **B** Only this noun (meaning *advice*) can fit here.
116. **C** After the suggestion *How about*, we use the *gerund*.
117. **B** Here the *past participle* completes the present perfect.
118. **B** The preposition of time *in* (meaning *during*) fits here.
119. **B** After the preposition *on* we use *his own* (meaning *by himself*).
120. **B** Here *depressed* is used as an adjective to describe *job market*.
121. **A** The modal verb *could* is used here to express possibility.
122. **A** Only the infinitive without *to* can fit here.
123. **B** The verb *reach* collocates with a *decision*.
124. **D** Only the intransitive verb *remember* (meaning *to not forget*) fits here.
125. **A** After the noun *charges* we use the verb *apply*.
126. **C** The *past simple* is used to indicate a completed past action.
127. **B** This *past participle* completes the *present perfect passive* used here.
128. **C** The preposition *in* (meaning *inside*) fits here.
129. **D** Relating to the past, *would have* + the *past participle* completes this third conditional.
130. **A** Only *earned* (meaning *gained or won*) collocates with *trust*.

Part 6 p284

131. **D** The relative pronoun *who* (referring to a person) completes this defining relative clause.
132. **A** This sentence fits best as it introduces the need for more brochures, so links logically with the sentence that follows which refers to *spare ones* and subsequent references to the brochures.
133. **D** After the verb *need* only the *passive infinitive* can fit here.
134. **B** The noun *quote* (meaning *estimate*) completes this sentence.
135. **B** Here *throughout* (meaning *during*) is used.
136. **B** The adverb *ever* is used to make comparisons relating to the past.
137. **A** Only the preposition *of* collocates with *keep (someone) informed*.
138. **C** This sentence logically links best, as it summarizes the recommendation for Dolores.
139. **C** The noun *behalf* completes the phrase *on our behalf* (meaning *for us*).
140. **D** Only this noun, meaning *trouble* or *disturbance*, fits here.
141. **B** The present simple is used after *once* (used here as a conjunction meaning *as soon as*).
142. **C** This sentence fits best as it refers to the survey readers are asked to complete. (A) is incorrect as no purchases have been made. (D) is incorrect as the envelope is already *stamped*. (B) does not logically follow.
143. **B** The connector *whether* (meaning *if*) follows the verb *check* (meaning *confirm*).
144. **C** This sentence follows logically from Beth's query.
145. **B** This is the only logical option, reflecting the urgency of the situation.
146. **D** The adjective *impressive* is needed before the noun *display*.

Part 7 p288

147. **D** Minerva is for businesswomen who want to share expertise, give and receive referrals, and promote their business. (A) is not indicated. There are *motivational workshops*, but training (B) is not the focus. There is a *speaker at every meeting*, but it is not a public-speaking society (C).
148. **A** The organization is for *professional businesswomen*. The meetings are *monthly*, not weekly (B). (C) is not indicated. There is a newsletter, but it is not stated as being offered *online* (D).

149. **A** The notice concerns *items... left behind on... trains*, so we can infer that it is intended for rail passengers. (B) and (C) relate to railway workers. Shipping costs are mentioned, but the notice is not for postal workers (D).
150. **C** This sentence fits best here as it relates to the handling fee previously mentioned.
151. **C** (A), (B), and (C) are all directly mentioned. Only (D) is not mentioned.
152. **B** The writer is detailing her plans to help Cultural Contacts *If elected* to a senior position in the organization. Fundraising (A) is mentioned, but the document is not asking for donations. (C) is not indicated. Various jobs are referred to, but no *job offer* is mentioned (D).
153. **C** She is a fundraiser for *the charity Doctors Abroad*. (A) cannot be inferred. (B) is incorrect because she was Vice-Chair of just one branch *until last year*. She is a university graduate, not a student (D).
154. **C** The letter is responding to a request to close a bank account. No account is being promoted (A). The letter begins *We are sorry*, but there is no apology (B), nor is this an application (D).
155. **B** She has an account with Downtown Bank, which she wants to close. (A) and (C) are not indicated. (D) is incorrect.
156. **D** She is asked to give *written authority* for the bank to cancel regular payments, so the bank will do this task.
157. **B** This is a review of several cell phones. Various phones from different manufacturers are included, so (A) is incorrect. (C) and (D) are not indicated.
158. **C** The screen dimensions (A) are given, as well as comments on the shape and look of each phone (B) and how easy to use each one is (D). Only (C) is not mentioned.
159. **C** This phone is *fantastic for movies and photos*.
160. **B** The letter confirms the order of some desk calendars. (A) is not mentioned. (C) is incorrect. Delivery details are given, not queried (D).
161. **D** *To pull out all the stops* means to try hard to complete a task or make something successful.
162. **B** The letter is dated September 3, and states that the calendars will be shipped *toward the end of this month*.
163. **B** The growth rate in the Middle East is 9.1 percent whereas it is only 5.4 percent in the US. (A) is incorrect as the Asia-Pacific region is the *highest-spending region*. (C) refers to the US gaming sector. (D) is incorrect because the European growth rate is 9.3 percent.
164. **A** The article mentions advertisers want to reach *younger males* especially.
165. **A** Here *maturity* means *full development*.
166. **A** The notice refers to fire *at your business premises*.
167. **C** Powder fire extinguishers are *NOT suitable for confined places*.
168. **C** Wet chemical extinguishers are for *use on fires involving cooking fats*.
169. **D** The notice says that Halon fire extinguishers *are banned in the UK*, with a few exceptions.
170. **D** Ms. Campbell writes that the company intends to *introduce a dress code* and explains the reasons for *this change of policy*. (A) refers to *Some employees and managers*. The aim is to get the views of *department members*, not managers (B). (C) is incorrect.
171. **B** Ms. Campbell mentions the need to project *professionalism and the right business message*. There are no guidelines (A). No customers are reported to have complained (C). It is the lack of a clear dress code that might cause discrimination against some staff (D).
172. **A** Recipients are asked to *solicit feedback from your department members* and to *gather their views*. (B) relates to staff who do not follow the code once it is finally implemented. (C) is incorrect because there are questions in the attached questionnaire. There is no dress code yet (D).
173. **D** Here, the word *tricky* means *problematic* or *difficult*.
174. **C** Mike mentions a *plenary*, and that most people have *registered*. Raul refers to a *talk* he wants to attend.

175. **B** Mike is responding to Raul's hope that he is *in time* for Dr. Johansson's talk. Mike is suggesting that as Raul is running late he will be very fortunate to arrive in time.
176. **D** The letter suggests a time and place for a meeting to discuss an extension to Mr. Mackintosh's retirement date.
177. **B** Mr. Evans writes *we can sometimes make an exception* to the normal retirement age. (A), (C), and (D) cannot be inferred.
178. **B** Mr. Evans writes that Mr. Mackintosh can bring a *union representative* to the meeting, but asks to *know in advance the name*. We can infer that Margaret Denham is a union rep.
179. **D** Mr. Evans invites Mr. Mackintosh to *discuss the matter ... on Wednesday, June 30, at 10:30 A.M.* (A) is the date of Mr. Mackintosh's earlier letter. (B) is the date of Mr. Evans' letter. (C) is the date by which Mr. Mackintosh should confirm the appointment.
180. **C** According to Mr. Evans' letter, Mr. Mackintosh has *requested to work an extra two years beyond your scheduled retirement date*. Since the normal retirement age at the company is 65, Mr. Mackintosh must be approaching that age. (A) cannot be inferred. (B) is incorrect as he is still working. (D) is incorrect as we can infer that Mr. Mackintosh is already a union member.
181. **A** The topics of the Fall Program talks are all related to industry.
182. **B** The dates of the talks are exactly 14 days apart. The other options are incorrect.
183. **D** Reg Levinson will talk about shipyards. This is the only talk related to naval matters.
184. **C** Membership entitles people to a *quarterly newsletter* (A), *admission to all talks... free of charge* (B), and *discounts to museums and other places of interest* (D). Only (C) is not mentioned.
185. **C** Mr. Crawford encloses a check for \$10 to cover *my membership fee*. This is the membership rate for *Full-time students*.
186. **D** There is no indication of the weight of any of the suitcases. The suitcases are made of *durable nylon* (A), come in *black, red, or blue* (B), and have a *large strong zipper* (C), so the other answers are mentioned.
187. **D** The largest suitcase is 26" tall and the Duffel is 22.5" (maximum allowed is 22"); the second largest is 16" wide (maximum allowed is 14"); the Multi-purpose bag is 10.5" deep (maximum allowed is 9").
188. **B** Karen talks about *going hiking in Banff National Park* and then says *We're going there in my car*. (A) is incorrect as it is Louise who went on an Alaskan cruise a couple of years ago. (C) is incorrect because it cannot be inferred that she is organizing the trip. (D) is incorrect because Louise is going to the Caribbean.
189. **C** The phrase *better you than me* is said when you are pleased that you are not in the position of another person.
190. **C** Louise suggests the *mid-sized tote bag* with handles. (A) is incorrect as Louise says *We'll be taking the big case*. (B) is incorrect as Louise says of the bag it's soft and has *fabric handles*. (D) is incorrect as Louise is taking the multi-purpose bag with her for the children's toys.
191. **B** Ryan Lloyd writes *I would like to know if you plan to run the scheme in the future*. (A) is incorrect we don't know he received an e-mail from Ms. Chow. (C) and (D) are incorrect as he still has one more year to complete at school.
192. **C** The article says *many young cookery apprentices expect to become celebrity chefs*.
193. **D** The advertisement states *We are only able to employ Australian citizens or permanent residents* and Ryan Lloyd is not yet naturalized. Former experience is not mentioned in the advertisement (A), Ryan Lloyd mentions seeing the advertisement in his *local newspaper*, which suggests he lives locally (B); he does not mention a driving license, but this does not mean he does not have one (C).
194. **A** Here, *boost* means *increase* or *improve*.
195. **D** The article states that *companies will have to commit to providing young people with at least one year of guided learning in the workplace*, and Lambeth Air Conditioning is offering a *nine-month* training scheme. (A) is incorrect as the company is offering a salary above the minimum wage. (B) is incorrect as the article does not mention profits as one of the funding criteria. (C) cannot be inferred.
196. **A** Kinsale is described as *the gourmet capital of Ireland*. (B) is incorrect as, although a picnic on the beach is mentioned, there is no mention of foreign tourists.
197. **C** The itinerary mentions a *picnic on the beach*.
198. **D** Ms. Kennedy feels bad about canceling a visit and refers to the Butter Museum so she is obviously referring to a visit on the Saturday.
199. **A** To *put someone's mind at rest* means that you say or do something that solves whatever problem that person was worrying about.
200. **B** Ms. Moran writes that it was only as a result of the change to the schedule that they *got to visit my favorite place*; she also talks about buying pottery, so she is clearly talking about the Arts Center.

Understanding Spoken English

Identifying Accents p319

Exercise B

Speaker 1 Track 113 [M-Br]

Speaker 2 Track 114 [M-Au]

Speaker 3 Track 115 [M-Am]

Speaker 4 Track 116 [M-Cn]

Features of Connected Speech: Stress p320

Exercise B Track 118 [M-Am]

- Have you had any problems using the new software?
- Let's increase the budget to pay for more training.
- Some customers have complained about the delay in production.
- I think I've found a way to overcome the deficit.
- We're open from nine until five, but we're closed on Sundays.

Exercise C Track 119

[F-Cn] I'd like to book a table for this evening. I know it's short notice, but do you have anything available?

[M-Am] That depends on how many you are. We have a table for two at seven. Or if you can wait until nine we should have something then.

[F-Cn] There are three of us, so let's say nine, then.

[M-Am] Very good. Can I take your name, and a contact phone number?

Features of Connected Speech: The schwa p320

Exercise B Track 121 [M-Am]

- For some reason I can't connect to the internet.
- Would you get me a glass of water, please?
- I'd like to make an appointment to see a doctor.

Features of Connected Speech: Linking p321

Linking words Exercise B Track 123 [M-Am]

- Eight words, 2. Nine words, 3. Nine words, 4. Eleven words, 5. Fifteen words

Linking consonants and vowels Exercise B Track 125 [M-Am]

- We weren't able to book a hotel room.
 - A crowd of people were waiting at the front entrance.
 - The museum isn't open until nine o'clock.
- [Notice also how the final 't' sound is not pronounced when *weren't able*, *front entrance*, and *isn't open* are linked.]

Linking vowels Exercise B Track 127 [M-Am]

- You /w/ are welcome to /w/ ask questions at the /j/ end of the seminar.
- Can you please see /j/ if we /j/ are going to be free /j/ on Thursday?
- Who /w/ is the person to /w/ ask about the /j/ increase in sales to /w/ Australia?

Features of Connected Speech: *Intonation* p322

Intonation in questions Exercise B Track 129 [M-Am]

1. ↑ 2. ↓ 3. ↓ 4. ↑ 5. ↓ 6. ↓

Contrasting alternatives Exercise B Track 131 [M-Am]

In each question, the intonation rises on the first option and falls on the second.

1. [rising] first-class / [falling] economy
2. [rising] baked potato / [falling] French fries
3. [rising] train / [falling] bus
4. [rising] standard / [falling] deluxe
5. [rising] Tuesday / [falling] Thursday

Practice Test 1

Part 1 p329 Track 132

1. C (A) confuses the similar-sounding *chicken* with *kitchen*. Only the woman is *holding* the bird, and not *in the air* (B). (D) relates *waiting* to *weighing*.
2. A There are no workers on the *roof* (B). The house has three floors, not four (C). (D) confuses *stories* (tales) with the meaning *floors of a house*.
3. C (A) confuses the similar-sounding *painting* with *pointing*. (B) confuses *drawing* with *holding*. The men are looking in the same direction, not *opposite directions* (D).
4. A The food is *on*, not *being stacked on*, the plates (B). The waiter is carrying the dishes, not diners (C). The waiter is not *taking a break* (D).
5. D We can see plants on display, but the people are not looking at the *display stand* (A). (B) confuses *plans* with *plants*. (C) relates *center* to *garden center*, and confuses the context as they are not *planting flowers*.
6. D There is some food on a table, but the women aren't *clearing the table* (A). We can see a monitor, not a *television*, and nobody is *watching it* (B). The food is already prepared (C).

Part 2 p333 Track 133

7. B (A) refers to *boxes*, not *labels*. (C) repeats *you put* and confuses the subject.
8. B (A) confuses *the States* with a *statement*. (C) confuses *bus* with *boss*.
9. C (A) confuses *TV screen* with *sunscreen*. (B) is an illogical response.
10. B (A) does not answer the question. (C) confuses *physics* with a *physical* (medical examination).
11. B (A) confuses the context, relating *moved* to *movie*. (C) relates *plays* to *theater*.
12. B (A) confuses the similar-sounding words *contract* and *contact*. (C) does not answer the question.
13. C (A) confuses *pressed* with *impressive*. (B) is illogical, as Muriel's résumé is *impressive*.
14. A (B) is illogical, as a doctor would not be responsible for picking up visas. (C) answers the question *How long does it take to get the visas?*
15. A (B) relates *doctor's office* to *dentist* and is an illogical response. (C) confuses *reception* (meaning *formal party*) with *receptionist*.
16. C (A) refers to a different subject, and confuses *tired* with *retired*. (B) confuses the verb *manage* (meaning *cope*) with the noun *manager*.
17. A (B) relates *expensive* to *cheaper*, and confuses *training* with *train*. (C) does not answer the question.
18. B (A) confuses *correspondence* with *letters* (here, meaning *letters of the alphabet*). (C) confuses the context, relating *figures* (meaning *calculations*) to *numbers*.
19. A (B) relates *sale* to *advertising* and confuses the subject. (C) repeats *newspaper*, and relates *ads* to *advertising*, but does not answer the question.
20. C (A) confuses *supplies* with *suppliers*. (B) repeats *potential*, but with the meaning *promise* rather than *possible*.
21. B (A) confuses *programs* (meaning *shows*) with *program* (meaning *software*). (C) answers a different question (*Where is the...?*).

22. C (A) does not answer the question. (B) answers a different question (*Where are the project managers?*).
23. A Both (B) and (C) refer to the reception, but neither answers the question.
24. C (A) repeats *concert*, but answers the question *When does the concert begin?* (B) repeats *hall*, but does not answer the question.
25. B (A) confuses *load* with *loan*. (C) repeats *big*.
26. B (A) confuses *count* with *discount*. (C) relates *buy* to *purchases*, but confuses the subject.
27. B (A) answers a different question (*Where is the pain?*). (C) answers the question *When do you get the pain?*
28. B (A) misleads by relating *newspaper* to *read*, and *old* to *new*. (C) confuses *view* with *review*.
29. C (A) does not answer the question. (B) answers the question *When did the ferry return to port?*
30. A (B) confuses *merchants* with *merchandise*. (C) answers the question *How much does it cost for...?*
31. C (A) confuses the noun *present* with *presented* (meaning *put forward*). (B) confuses *scene* with *scheme* and assumes *presented* refers to a play.

Part 3 p334 Track 134

32. D The man and woman are discussing the qualifications and qualities they would like candidates for *new front of house positions* to have. They are not discussing their own qualifications (A), or applying for a job themselves (B). (C) is not mentioned.
33. B The woman mentions they would prefer people who have experience *in another hotel group*. The words *hospitality* and *guests* also indicate they work in a hotel.
34. B The woman says *I'll talk to Winston* to help her prepare a newspaper ad. We can infer he is a coworker. (A) and (C) are not indicated. (D) relates to the language requirement she mentioned previously.
35. A Phrases such as *the number 3 machine*, *servicing*, and *maintenance* indicate this takes place in a factory. (B) relates *records* to a record store. (C) relates *send* to a post office. (D) relates *serviced* and *servicing* to a service station.
36. B The woman says the number 3 machine is *not cutting properly*. (A), (C), and (D) are not indicated.
37. D The man will call the maintenance department. (A) is incorrect. (B) refers to the notice usually required by the maintenance staff. (C) is incorrect as the man is asking for help.
38. D The speakers are deciding what they need to do to prepare for two events they are catering for.
39. A The man says *we're four short*. (B) is the number of waiters needed outside. (C) is the number needed inside. (D) is the number of regular wait staff.
40. C The woman suggests what she thinks is a *fair* division of the work.
41. A The woman mentions *three properties* that the man *might be interested in*, and offers to *arrange a visit*. She does not own the properties (B). The man, not the woman, is the client (C). (D) is not mentioned.
42. B The man agrees to view the larger property downtown in the afternoon. (A), (C), and (D) are not mentioned.
43. C The man asks the woman to arrange a visit to *see the other two properties* the next day. (A) is not mentioned. (B) repeats *schedule*. (D) confuses *two* (number) with *two* (time).
44. A The man says *He's our best customer*.
45. C The man wants to entertain Mr. Garcia during his visit next week, and says *I was thinking of the theater*. He wants to take Mr. Garcia sightseeing, but this does not necessarily mean booking a tour (A). (B) is incorrect. (D) is not indicated.
46. A The woman offers to *give the box office a call*. (B) and (D) are not mentioned. (C) relates to the *reviews* of the show *Salad Days*.
47. B The woman refers to the man's *talk*, indicating this is a Q+A session at the end of a formal lecture or presentation. There is no suggestion they are colleagues (A). (C) confuses the formal

tone of the conversation with a courtroom. The context is not informal (D).

48. **D** The woman refers to the *collapse in bee populations*, and blames *herbicides* used in *industrial farming*. The man agrees that *chemicals used in agriculture* may be responsible. (A) confuses the context. (B) and (C) are not mentioned.
49. **A** The man says *we need to investigate these new results a little more*.
50. **C** The woman says the catalogs are needed *by the end of the month*, and adds *It's April already*.
51. **B** The man says they *didn't want to use last year's photos*, indicating the photos are new. There is no suggestion that last year's catalog was not in color (A) or online (C). We do not know where it will be made (D).
52. **A** A *mock-up design* of the print catalog will be available next week. (B) and (D) are incorrect. (C) is not indicated.
53. **B** The man says he usually has a *sandwich at work*, and he *only ate here a couple of times*, so (A) is incorrect. There is no evidence to suggest (C) or (D).
54. **D** The woman remarks on the size of the portions, referring to *so much food on one plate*. The man agrees *they're generous all right*. He says *it's not too expensive* (A). (B) and (C) are not mentioned.
55. **B** The woman decides to *have a half portion, and then a dessert later*.
56. **B** The woman says her appointment is on *Thursday*, and later adds *at three*.
57. **A** The woman may not keep the appointment because she needs to finish a report, not find one (B). (C) is not mentioned. (D) repeats *hand*, but as a noun rather than the verb *hand* something *in* (meaning *submit*).
58. **C** The woman says she will only reschedule if she is *pressed for time*.
59. **A** The woman says they will *move offices in July*.
60. **A** The man refers to his chair, saying *This one....* We can infer they are at their desks. They are discussing furniture, not browsing in a furniture store (B). The woman refers to a meeting, but they are not in one at the moment (C). (D) confuses *lean forward* with exercise.
61. **B** The man says his chair *isn't adjustable anymore*. (A) is not mentioned. The man says he wants a *bigger* screen, not that he cannot see the screen (C). (D) confuses the context, repeating *call* and *back*.
62. **A** The woman talks about prescribing medicine, so she must be a health professional. (B) is incorrect, as the health center offers fitness classes. (C) wrongly associates the fact that the man is a student with *college*. (D) associates hotel with the man mentioning that he will *be away on vacation*.
63. **D** The woman says *You'll find this brochure helpful*. (A) is incorrect as although the woman suggests he signs up and says *book your place online*, she does not specify a time. (B) wrongly associates online research with *book your place online*. (C) is incorrect as making a phone call is not mentioned.
64. **D** The man can only attend after 5 P.M. and is advised not to take the Advanced class.
65. **D** The man is talking about booking a flight and looking for a hotel, so this must be a travel agency. (A) wrongly associates *airport*, and *morning flight*, with being on a plane. (B) is incorrect as the man is booking a hotel for the future. (C) wrongly associates morning flight, with being at an airport.
66. **A** The idiom *it can't be helped* means that the situation cannot be controlled. (B) associates *can't be helped* with asking for help with a difficult situation. (C) confuses the pronouns *she*, *he*, and *it*. (D) confuses two negative sentences.
67. **A** The woman wants a *four-star* hotel for *less than €200*. (B) is too expensive. (C) and (D) are three-star hotels.
68. **B** The man talks about an *interesting piece* in a magazine. (A) is incorrect as, although the man read an article, it does not say he bought the magazine. (C) is incorrect, as the man learned the news from an article, not a meeting. (D) wrongly associates the change of the store layout to a change of job.

69. **D** The man says the umbrellas could be moved to the *front, next to the store entrance*. (A) is incorrect as the umbrellas are in this area, at the back of the store and near the escalator, currently. (B) and (C) are not next to the store entrance.
70. **C** The woman says *I must go and order some more umbrellas*. (A) is incorrect as *photocopy* was mentioned by the man in relation to the article. (B) is incorrect as the woman knows the weather forecast already. (D) is incorrect as *sales* are only mentioned in connection with *the relationship between store layout and sales*.

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71. **C** The speaker is announcing a delay to a flight departure. (A) is not indicated. (B) is incorrect, as the listeners are not onboard a plane. (D) confuses the context.
72. **B** Passengers *who have already checked in*, whether they have gone through passport control yet or not, can collect vouchers.
73. **C** The speaker promises an update *every 30 minutes or so*. (A) is not mentioned. (B) relates to when remaining passengers may check in. (D) is incorrect.
74. **A** Little Gem Associates sources *contract, temporary, and full-time staff* for companies with vacancies to fill, managing *recruiting, screening, interviewing, and reference checking*.
75. **B** The ad refers to *your staffing needs, and your business*. It is aimed at owners of companies.
76. **B** The ad encourages listeners to *contact Little Gem Associates at 555-8294 for further details*.
77. **A** The woman's reference to *Some of you studying here* indicates that her *lecture* is most likely to students at a university. (B) is not indicated. (C) refers to the speaker's field. (D) relates to her reference to appearing on television.
78. **D** (A) and (C) are mentioned as part of her previous and current jobs, respectively, but the woman says *the best part* of her current job is working with people *from different countries and backgrounds*. (B) is not mentioned.
79. **B** The woman is giving a lecture, but she is not a lecturer (A). She began as an analyst (C). She later became an associate (D). She now refers to herself as an *advisor*.
80. **B** The speaker says there are *cash prizes* of \$250 that workers who suggest ways to save money may win, adding they must give their names for a *chance of winning a prize*. He mentions cuts, but not job cuts (A). (C) relates to the purpose of the competition, not the meeting. (D) is not mentioned.
81. **A** The speaker tells the listeners about the plan, and says *I need your help to publicize it*.
82. **B** The competition closes at the end of the month, so we can infer that suggestions will be reviewed then.
83. **B** The report gives news of a potential business merger. (A) and (D) are referred to. (C) is not mentioned.
84. **C** The speaker says that *TAP's C.E.O., accompanied by senior executives, flew to the Korean capital*.
85. **B** According to the speaker, *TAP Industries has for some time been looking to take over an electronics-components company*. (A) is incorrect. (C) is not mentioned. (D) refers to LithCorp's shares.
86. **C** The speaker begins *Here we are, standing in... and later says the bus will collect you from where you are standing now*.
87. **A** The speaker mentions four major attractions, adding there are *numerous museums and other attractions*. Mozart lived in Vienna, not the palace (B). He says the Hapsburg family lived there more than 600 years ago, not that it was built then (C). (D) relates to the inclusive entry price for the listeners' tickets.
88. **C** This talk takes place at the start of a *three-hour private tour*.
89. **D** The speaker is outlining the *afternoon session of our business conference*.
90. **B** The first *plenary session* and the *last contribution* will be in the main hall.
91. **C** This talk is *intended for people with legal training*.
92. **A** The speaker is calling to *update* Neil with information on *how the project... is shaping up*. He is not asking for help (B). (C) refers to test results, but these will be back next week. Interviews have already been arranged (D).

93. **A** He says *I e-mailed questionnaires to over 300 climbers*, and adds *so far we have around 150 replies*. (B) is incorrect, as he thinks this response is *good*. (C) is incorrect. (D) is not indicated.
94. **D** The speaker refers to interviews *next week, on March 15* and adds the report will be ready *by the 31st*. We can infer this is March 31st.
95. **A** The announcer says that the arts program *will not air*. (B) confuses *musical show* with the live broadcast from the Country Music Awards. (C) confuses *football game* with *Sports Round-up*. (D) is incorrect as the announcer says that *Newsdesk will start thirty minutes later than advertised*.
96. **D** The announcer asks listeners to see *our Web site*. (A) wrongly associates *concert* with *Country Music Awards*. (B) is incorrect because, although the context is a radio station, there no advice to listen is given. (C) wrongly associates newspaper with the program *What's in the Sunday Papers*.
97. **B** The announcer mentions *Newland Now and Then* among the programs that *will start thirty minutes later than currently scheduled*, and the regular start time is 9 P.M. (A) is incorrect as *What's in the Sunday Papers* will begin at 9 P.M. (C) is incorrect as *Newsdesk* will begin at 10 P.M. (D) is incorrect as no program is mentioned after *Newsdesk*.
98. **A** The speaker is discussing one quarter's *sales results*. There is no training taking place (B). (C) refers to the upcoming announcement of *this month's Employee of the Month award*. (D) associates the clothing items that the store sells with *fashion*.
99. **D** The woman is drawing attention to the surprising sales figures.
100. **B** The discussion is about low sales of swimwear, and the announcer says *we can all feel for Sally*, so we can assume that she works in this department.

Part 5 p340

101. **B** The conjunction *although* (meaning *despite the fact that*) is used to express a contrast.
102. **A** Only *denied* can fit here before *that*.
103. **C** We use *have + past participle* to complete this consequence of a past regret.
104. **B** Only *sprained* collocates with *ankle* and fits the meaning of the sentence.
105. **A** The *noun* is needed here. (B) is the infinitive. (C) is the present participle. (D) is the past participle.
106. **C** Here *strips* is used to refers to long, narrow pieces of something.
107. **D** Of these options, only *rather* can be used before *than*.
108. **A** Here the preposition *against* follows the verb *lean* to indicate support.
109. **C** The *past participle* completes this third conditional sentence.
110. **D** The *noun* is needed here. (A) is the infinitive. (B) is an adjective. (C) is the past simple.
111. **D** The phrasal verb *turn down* (meaning *reject*) is used here.
112. **D** This preposition means *at the side of* or *next to*.
113. **A** The modal verb *have to* (here meaning *need to*) is followed by the infinitive. We cannot use *do* before *ought to* or *must* (B), (D). The modal *need* (C) is not possible without *to* afterward.
114. **D** Only *demanding* can fit here. (A) and (C) need *for*. (B) does not fit the context.
115. **B** The structure *make someone do something* is the only option that does not take the infinitive with *to*.
116. **D** The preposition needed after *take an interest in*.
117. **B** We use the *past simple* for a completed past action.
118. **C** The *possessive adjective* is needed here.
119. **A** Here *only any* can be used in a negative statement with a plural noun.
120. **A** A *highway* is a wide road that is divided into *lanes*.
121. **A** Here *could not* is used to express impossibility.
122. **B** The phrase used here is to *wish someone well/all the best*, etc.
123. **B** The adjective *dim* is the opposite of *bright* when referring to *light*.
124. **B** Only the relative pronoun *what* can come before *proposed to do to*.
125. **C** A *meal* consists of a number of *courses*. One *course* can have several *dishes* (plates of food).
126. **A** Only the plural noun *shortages* collocates with *water*.
127. **A** The phrase *As a rule* (meaning *in general*) is needed here.
128. **C** When a train is *delayed* it is *overdue* or *late*.
129. **B** The *noun* is needed here.
130. **D** Only the noun *factory* fits here. (A) is a verb. (B) does not fit the meaning of the sentence. (C) requires the definite article *the*.

Part 6 p343

131. **D** The verb *range* (from X to Y) is used to refer to *ages*.
132. **B** The adverb *still* is used to emphasize that the situation has not changed.
133. **B** This adjective (here meaning *prepared*) best completes the sentence.
134. **A** The sentence that follows mentions *before this date*, referring to September 15.
135. **C** The phrase *trade show* (meaning *exhibition*) completes this sentence.
136. **A** Here *should have + past participle* is used to express a past action that was a good idea but didn't happen.
137. **D** The phrase *supposed to* (meaning *expected to*) completes this sentence.
138. **C** This sentence fits best as it seeks to justify the additional cost previously mentioned. There is no indication that Martin arranged the accommodation (A). (B) and (D) are not related to the context or purpose of the email.
139. **A** Here the phrase *time to* do something means the point is here when action is necessary.
140. **C** This *superlative adjective* means the *most recent* or *newest*.
141. **A** This sentence fits best as it continues the theme of encouraging readers to visit their showrooms. (B) is incorrect as the ad is for new garden furniture. (C) and (D) are not indicated.
142. **A** Only this relative pronoun (meaning *anything* or *everything*) can fit here.
143. **C** We use *to* after the verb *provide* to indicate purpose.
144. **B** This completes the future simple of the verb *take place* (meaning happen).
145. **D** The first paragraph mentions the sessions will last two months. Starting on October 23, this would mean they finish just before Christmas.
146. **C** The *future simple passive* is needed here to express a future intention or scheduled action.

Part 7 p347

147. **C** Minoru's e-mail begins *My wife tells me....* which indicates Nana is a family friend. (A), (B), and (D) are not indicated.
148. **D** Minoru wants to send Nana *photos of the necklaces* that he bought from the store in Hong Kong, so she can buy matching earrings.
149. **B** to *go mad* for something means to like it very much.
150. **C** The article refers to the results of a recent study that suggests vitamins may help to control heart problems. The limitations of drugs are mentioned, but there is no criticism of pharmaceutical companies (A). (B) is incorrect as no *new drugs* are mentioned. (D) is not mentioned.
151. **B** The study suggests that *very few animals have heart problems* because they *are capable of producing vitamin C*. (A) relates to drugs. (C) is not indicated. (D) is incorrect for *normal doses*.
152. **B** Here, the word *viable* means *practical* or *possible*.
153. **D** Kev G writes *On my salary every cent counts*, meaning he needs to be careful spending money. The hasn't left yet (A), and he usually stays in hotels so (C) is incorrect too. (B) is not indicated.
154. **B** Guest 762 is responding to Kev G's query *does that rate include breakfast?* The implication is the rate is very low and so of course breakfast would not be included.
155. **C** Delta is described as a *wanderer*. (A), (B), and (D) are not indicated.
156. **A** The reviewer says the movie ends *unexpectedly*.

157. **C** The ad mentions instruction is *either one-on-one, or in groups*.
158. **D** There is a *small additional fee* for cultural trips.
159. **C** Classes are *every weekday with five hours of class time per day*.
160. **C** The memo states that *supplies – especially tea and coffee – are being taken home* against company rules, and details new steps to solve the problem. (A), (B), and (D) are not indicated.
161. **B** The memo refers to *flexible working hours* that the company offers. (A), (C), and (D) cannot be inferred.
162. **C** If spot checks don't stop supplies of refreshments from being taken home, Mr. Rivera writes that the company will *switch to vending machines* (i.e., will no longer provide free refreshments).
163. **B** The notice details improvement work due to take place on Montgomery Road, and warns of *disruption*.
164. **C** This sentence fits best here as in the following sentence we are told the second phase *will last about the same length of time*. No time has been specified until this point.
165. **D** The notice refers to *planting of trees* (A), *resurfacing of the road* (B), and *widening of the existing sidewalks* (C). Only (D) is not mentioned.
166. **A** Here, the word *excavated* means *dug*.
167. **B** The ad states *We MUST make room for new stock*. (A) is not indicated. Low interest rates (C) are mentioned, but this is not the reason for the sale. (D) is not mentioned.
168. **C** Wardrobes are only mentioned as part of the *Children's room suite*, which is not available in teak.
169. **D** The offer is available *until October 31*. (A) and (B) are not mentioned. (C) is incorrect.
170. **B** Here, *first class* is used as an adjective meaning excellent, to describe the shopping experience that Bellingham offers.
171. **B** Readers are advised to *Take care when selecting what to buy* (A) and to use *printable coupons* (C). They are also told that the best bargains are on *major holidays* (D). Only (B) is not mentioned.
172. **B** She says in Seattle *the deals are the best*.
173. **C** The announcement mentions the development will be on a *150-hectare site on the outskirts of the state capital*. (A) and (B) cannot be inferred. (D) is not mentioned.
174. **B** Here, the word *ample* means *sufficient* or *plentiful*.
175. **A** The announcement asks for the *Names of any proposed subcontractors*. (B) is incorrect as companies must have the necessary equipment. They need *suitable experience* (C), but are not asked for evidence of this. (D) is the deadline for tenders.
176. **C** Mr. Singh's memo states that he did a *double shift* on February 17, rather than just the afternoon shift as normal.
177. **A** The minutes state that the problem in Unit B was noted at 2:10 P.M., but the maintenance staff did not arrive until 3:05 P.M.
178. **B** In his memo Mr. Singh writes that Mr. Banajee told him the repair in the Shipping Department *was not urgent*. However, the minutes state that the maintenance staff reported the repair was *important*, which explained their delay in getting to Unit B.
179. **C** Mr. Singh's memo states that some details of the events on February 17 in the minutes *are not totally accurate*, and he then corrects certain points.
180. **A** Here the word *dismantle* means *take apart* or *disassemble*.
181. **B** Mrs. Mai's e-mail asks the airline to *refund the ticket price to make up for the inconvenience we suffered*.
182. **C** Any adult *traveling with a child under 15 years of age* is ineligible to sit in an emergency exit seat. (A) and (B) are incorrect. (D) is not mentioned.
183. **B** Here the word *bound* means *constrained* or *required*.
184. **C** She writes she and her husband sat *in separate seats in the aisle*.
185. **B** Mrs. Mai should have confirmed that passengers with pets could sit in emergency exit seating. She failed to mention this when she spoke to customer service staff.
186. **C** The museum hosts *adult-only evening lectures and social events*. (A) is incorrect as, although it has 600,000 visitors annually, there may be other, more popular, museums. (B) confuses *history of science* with *historic* building. (D) is incorrect; the building used to be a post office.
187. **A** *Extra hands* in this sentence means *extra people*, and *we could do with* is the same as saying *we need*.
188. **C** There are eleven people in the delegation plus two members of Heliport staff. 13 x 10\$ is \$130. (A) is the price for only 11 people at group rate. (B) is the rate for eleven people only. (D) is the minimum group rate, 15 x \$9.
189. **D** The group will go on a tour of the town hall, but not of the town itself. (A) is incorrect as the delegation will visit a waste management facility on Monday afternoon. (B) is incorrect as the delegation will be shown a movie at the town hall. (C) is incorrect as the delegation will hear traditional music on Thursday evening.
190. **C** The writer of the e-mail suggests Thursday afternoon, and the group is free at this time. (A) is incorrect as the delegation only arrives in the evening. (B) is incorrect as the delegation has another engagement at 2:00 P.M. (D) is incorrect as the writer of the e-mail does not offer Friday as a possibility.
191. **A** To be considered for the project people who *represent a local charity* should apply. (B) is incorrect as the notice says the store donates to *three or four different local charities*. (C) is incorrect as the customers' actions only determine the number of tokens in each box, and hence the size of donation. (D) cannot be inferred as only one month's total is given, and it is not stated whether this is a typical monthly amount.
192. **B** Sharon King refers to her organization's *work providing hot meals for elderly people*, and it is clear from the notice that Snack and Chat "provides a lunch for lonely or older people."
193. **A** To be *terminally ill* means no cure can be found. A hospice offers help to people who have fatal illnesses.
194. **D** Ella Johnson refers to her *jewelry-making business*, and the notice makes clear that financial support is given to charities. (A) is incorrect, as Ella Johnson only says her customers *live or work in this town*. (B) is incorrect as age is not mentioned in the notice. (C) is incorrect as she implies that she works for herself.
195. **C** This sentence means that Ella Johnson will be happy with any amount of money given to her, even if it is a small amount.
196. **A** The award is described as a *First Book Award for a first-time writer*. (B) confuses *every five years* with the fact that the award is "in its fifth year," in other words it has been awarded four times before. (C) and (D) are not indicated.
197. **C** According to the article, the winner was a *female author* and had ancient history as its theme. Michelle Dugdale's book is about the ancient Roman history of Britain.
198. **B** The review writer says she was most impressed with the book about life in a *small village*.
199. **C** The review writer does not describe her upbringing. She is, however, a librarian (A), says she *enjoyed all of the books* (B) and talks about leaving London (D).
200. **D** This phrase refers back to the previous sentence about there being no lonely or isolated people in the small village. She says that you cannot say the same thing about people living in cities.

Practice Test 2

Part 1 p369 Track 136

1. **B** This is a bus depot, not a train station (A). We can see buses, but no *passengers* (C), and no drivers (D) are visible.
2. **A** The boat is on the shore, not *sailing out to sea* (B). The man may be mending his nets, but he is not *casting* (i.e., *throwing*) them (C). He is facing away from the sea, not *fishing* (D).
3. **C** The table is set for nine places, not *four* (A). The plates are not *dirty* (B) and there are no *diners* in view (D).
4. **A** There is food and drink, but nobody is *drinking* (B) and the man is not *preparing* food (C). Nobody is *entering the store* (D).
5. **D** The woman is taking a photo, not *posing* for one (A). She is not *carrying a bag* (B). (C) misinterprets the context, as she isn't *waving* to anyone.
6. **C** The cyclists are not *side by side* (A). There are no *pedestrians* in view (B). The drivers are in vehicles, not *getting into* them (D).

Part 2 p373 Track 137

7. **B** (A) answers the question *How long does it take you to go home?* (C) answers the question *What time is it?*
8. **A** (B) refers to a person rather than a machine. (C) relates *not working* to retirement age.
9. **C** (A) assumes *Can I have some...?* and confuses the context. (B) confuses *credit cards* with *playing cards*.
10. **A** (B) correctly answers the question *Where...?* but confuses the subject. (C) confuses *on the weekend* with the preposition of place *on* (meaning *on top of*).
11. **B** (A) is incorrect as the appointment is already scheduled. (C) answers a different question (*How can I book an appointment?*).
12. **B** (A) repeats *ticket*, but confuses the context. (C) answers a different question (*Where is the ticket office?*).
13. **A** (B) answers the question *Do I need to wear a coat?* (C) confuses the context, referring to buying a coat.
14. **C** (A) confuses booking a hotel room with booking a table in a restaurant. (B) relates to a restaurant, but offers advice about the menu rather than answering the question.
15. **B** (A) confuses *cycle* with *recycle*. (C) repeats *trash*, but answers the question *How often is trash collected?*
16. **A** (B) is an illogical response. (C) assumes Ms. Leung is making the call.
17. **B** (A) repeats *dollar*, but incorrectly relates *change* to exchange rates. (C) also assumes *exchange* for *change*.
18. **A** (B) answers a different question (*Is the post office far away?*). (C) confuses *weight* and *wait*.
19. **A** (B) answers a different question (*Where is our next meeting?*). (C) answers the question *What is our next meeting about?*
20. **B** (A) answers the question *When can I...?* (C) is an illogical response.
21. **C** (A) repeats *express* and confuses *express... service* with transportation. (B) relates *fast* to *express*, but confuses the context.
22. **A** (B) relates *excellent* to *good*, and *picture quality* to *TV*. (C) recommends a dish, not a TV program.
23. **C** (A) answers a different question (*What's the best kind of camera?*). (B) refers to a location to take photographs from.
24. **A** (B) is Jenny's role in the company, but does not answer the question. (C) answers the question *Which one is Jenny?*
25. **A** (B) assumes *virus* meaning a medical illness, rather than a *computer virus*. (C) confuses *news* with *use*.
26. **C** (A) is an illogical response, assuming the question asks for the time. (B) assumes the question *Could you spare some change?*
27. **A** (B) relates *apartment* to *accommodations*, but does not answer the question. (C) confuses the context, recommending a restaurant.
28. **B** (A) answers a different question (*Do you have a family?*). (C) relates *father* to *family*, and does not answer the question.
29. **A** (B) repeats *meal*, but does not answer the question. (C) repeats *work* as a verb rather than a noun, and is an illogical response.
30. **B** (A) repeats *hear from you*, but confuses the context. (C) assumes *hear from* (meaning *be in contact*) to mean *hear*.
31. **A** (B) answers a different question (*What time is the news?*). (C) also answers a different question (*When did you hear the news?*).

Part 3 p374 Track 138

32. **C** The woman mentions she left her phone on the counter while she was sending a package to France. We can conclude the conversation must take place in a post office.
33. **A** The woman says that she put her cell phone on the counter and then got distracted and forgot to pick it up. Her phone was damaged, not a package (B). (C) relates to *about half an hour ago* when the incident happened. (D) misleads by relating *dialled* to *phone*.
34. **B** The man says the phone was *handed in*, and adds *I'll just go and get it for you*.
35. **A** The man mentions *the freeway's completely closed* and the rest of the conversation relates to the woman's journey home. News

of the problem was on the radio, but they are not discussing radio shows (B). (C) and (D) are not mentioned.

36. **D** The woman is worried she will miss her Spanish class. (A) is incorrect. (B) and (C) are not indicated.
37. **A** The man suggests the woman should *stop for the day and head back*. The woman agrees, so (D) is incorrect. She says the report *can wait until tomorrow*; therefore (B) and (C) are also incorrect.
38. **B** The woman says she wants to buy *a case for my tablet PC*. (A) confuses *suitcase* with *case* (here, meaning *protective cover*). (C) confuses *vase* with *case*. (D) misleads by assuming *tablet* to mean *pill* rather than *small portable computer*.
39. **D** She says the *most important* consideration is that it isn't too heavy.
40. **C** The man offers to *go find my colleague, who'll be able to assist you*. (A) repeats *find* and *something suitable*. (B) is incorrect. (D) relates *stockroom* to *in stock*.
41. **B** The man asks the woman to *put your bags by the bus* and later refers to the *traffic*. They are at a bus station.
42. **B** The 2:05 service to Denver *should arrive at 7:35*.
43. **C** The woman says her bag contains *some fragile things* that she doesn't want to *break*. (A) confuses the noun *break* (meaning *rest*) with the verb *break* (meaning *damage*). The woman asks the man for the arrival time, not to *check the time* (B). (D) repeats *ticket* and relates *return* to *round-trip*.
44. **C** The woman is calling the hotel reception from her room.
45. **B** The woman says she *can't seem to connect* to the internet, not that her laptop is broken (A). (C) repeats *credit card*. (D) relates to the amount of time she needs to be online.
46. **A** The man says the business center is *very popular* so the woman *might have to wait*. It is open 24 hours, so access to the internet is not limited (B). (C) and (D) are incorrect.
47. **C** The woman asks about her *car*, which she *brought in for a service*. Only a garage fits this context.
48. **C** When she hears about the repair, the woman asks *Can you tell me how much it will cost?*
49. **D** The man tells the woman he will ask *Mike* to call her.
50. **C** The man recently started work there, calling it *a big organization* and saying *the building is so huge*. We can infer he is in an office building. (A) relates to where the woman suggests they meet at lunchtime. (B) confuses the context, assuming the man to be a visitor. (D) is not indicated.
51. **D** (A) confuses *figures* with *figure out* (meaning *discover*). The man jokes *you need a map*, not that he has lost one (B). He says he doesn't know *which elevator to use*, not that he can't find the elevator (C).
52. **A** The woman invites the man to meet some coworkers in the cafeteria at lunchtime. (B), (C), and (D) are not mentioned.
53. **C** The man wants to take a Relaxation course and asks if there are *any openings left*. He has a brochure (A) and has not made a booking (B). The woman, not the man, mentions the price (D).
54. **D** (A) and (B) confuse the time each session starts and finishes with the date. (C) is *next Monday*. The course is on a Tuesday, starting on the 21st.
55. **D** The woman says it's *quite unusual* to have places available because the course is very popular. (A), (B), and (C) are not indicated.
56. **C** The women are going to Las Vegas to attend a friend's bridal shower. Their friend is not getting married there (A). (B) and (D) are not indicated.
57. **A** Here the phrase *Why not?* is used to express agreement.
58. **B** The man suggests they travel 23rd-30th. One woman replies *That sounds fine*. The other says *Let's do it!* We can infer they both like the suggestion. (A) is incorrect as they are keen to proceed. (C) and (D) are not suggested.
59. **B** The woman mentions a *consignment* (i.e., delivery) and wants to *arrange a time for delivery*. She has had difficulty contacting Mr. Yao, but is not making a complaint (A). (C) and (D) are not mentioned.

60. **B** Here the woman says *What?* because she was surprised to hear the news. She didn't know that Mr. Yao had left the company. (A), (C) and (D) are alternative meanings for *What?*, but in different contexts.
61. **A** The woman asks that Mr. Whitehouse *get back to us urgently*.
62. **B** The man explains the event is a *health and safety course*.
63. **B** The man says a *traditional layout would be best* for his course. According to the woman, *the Oakwood Room is more formal*. (A) is too big. (C) is for informal meetings. (D) is too small.
64. **C** The woman says she will *call our bookings administrator this afternoon*.
65. **C** The man asks about *the French Flower Painting exhibition*.
66. **B** The man gives the woman a \$20 bill and gets \$2 change, so his ticket costs \$18.
67. **A** The man says *he will go and buy one now* referring to the *books and guides in the shop* the woman mentions. (B) is incorrect, as the restrooms are mentioned by the woman. He will go to the café (C) after he has bought the book. He will take the elevator (D) later when he goes to the exhibition.
68. **A** The man mentions *Bells and Blessings won four awards*.
69. **B** We use the phrase *Are you serious?* when we disagree with, or are surprised by, something someone has said. The man suggests a horror movie, but the woman replies *You know it's not my thing* meaning she doesn't like horror movies.
70. **C** The woman says *A for Affordable* is a comedy and the man replies *let's go and see that*.
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71. **A** The announcer refers to the *next train on Platform 1*, and tells passengers for Jamaica Station to *please take this train*. (B) is not mentioned. (C) relates to passengers for the westbound service. The train ends at Broadway, so (D) is incorrect.
72. **A** The announcer says *Proof of payment is required prior to boarding* and gives instructions on how to purchase a ticket. (B) is not mentioned. Passengers are asked to *stand back behind the yellow line*, not *wait in line* (C). They need only go to the mezzanine level (D) to buy tickets.
73. **D** The service to Penn Station is *approximately ten minutes* late.
74. **A** The speaker introduces himself with the phrase *this is your captain speaking*.
75. **D** The speaker says they are *waiting for the cargo doors below to close*. (A) is incorrect as the weather forecast is *mainly good*. (B) and (C) are not mentioned.
76. **C** The flight time is given as *five and a quarter hours*.
77. **C** The scheme is aimed at helping *deserving kids and their families*.
78. **D** The speaker says any bikes donated will be *refurbished* (meaning *renovated*).
79. **B** Bikes must be taken to the *collection point at the Sky Youth Project office*. The bikes will be *recycled*, but no recycling centers are mentioned (A). DKY Radio supports the scheme, but is not a collection point (C). (D) is where the bikes are sent for refurbishment.
80. **C** The announcement says *all of our operators are currently busy helping other customers*. (A), (B), and (D) are incorrect.
81. **B** The recording states that the *quickest... way of managing your account* is online.
82. **A** Listeners are told to press 1 *to report a problem with your phone line*.
83. **D** According to the woman, Mr. Weston has *been experiencing problems* using his travel card. He already has a travel card (A) and is not asking for information (B). His card is not working, rather than needs renewing (C).
84. **A** The woman says *I'm sorry it's taken us a while to get back to you*, explaining that the office is *short-staffed*.
85. **A** He should *call to book a time to come into the office*. He should make an appointment before visiting, so (B) is incorrect. (C) and (D) are not mentioned.
86. **B** The speaker introduces himself as a regular listener to the program.
87. **D** The man says \$100 was wrongly taken from his credit card. (A) and (C) are not mentioned. We do not know he was on vacation (B), and he wasn't overcharged by the hotel at the time, but charged afterward *for no reason at all*.
88. **B** The man complains he is out-of-pocket for the cost of the calls and his time. His money has been refunded (A). (C) and (D) are not mentioned.
89. **A** The ad refers to various consumer items available in different departments, including *housewares* and the *furniture department*. The store has at least four floors, and there is also a restaurant. We can infer this is a department store.
90. **A** The ad says that a discount card giving an *extra ten percent off all purchases* is available for *International shoppers*.
91. **B** The *executive office chairs are half price*, which is bigger than 30 percent (A), up to 40 percent (C), and up to 20 percent (D).
92. **D** The speaker thanks listeners for their *interest in working in a... call center* and introduces a video that gives an overview of the work involved. We can infer the audience are seeking work in a call center.
93. **B** The speaker says that *our customers often find it easier to call after the working day*. (A) refers to *most workplaces*, where *the action happens in the daytime* – not this one. The speaker mentions that *lost cash or bank cards* are a common problem at night (C). This does not mean the call center is busiest at night. (D) is not indicated.
94. **C** At the start of the talk, the speaker tells the audience she is *about to show* a video.
95. **B** The speaker is addressing those *who are considering owning a Milkshake Shack franchise*. The audience do not own a franchise yet (A). (C) confuses *restaurant staff* with the fact that the franchisor, Milkshake Shack, is a chain of restaurants. (D) confuses this business seminar with a college course.
96. **A** *Faint-hearted* means *timid*, so *not for the faint-hearted* means it is not for people who lack courage. (B) wrongly associates heart with *health*. (C) confuses *kind-hearted* and *faint-hearted*. (D) wrongly associates faint with being dishonest.
97. **C** The announcer says *Ms. Chen will now be the last speaker before the break*.
98. **B** The speaker hopes the audience *enjoyed this morning's walk*, and tells them to sign up for another tour *before you go off for lunch*. We can infer the tour has just finished. This is lunchtime, not the start of the day (A) or dinner (C). They are not on a bus (D).
99. **C** The speaker says *We get to look around inside buildings* on the walking tours. (A) associates *before you go off for lunch* with the mention of *lunch* on the tour. (A) and (B) are not mentioned. (D) is incorrect as the guides are *professionally trained* but it is not suggested that they are architects.
100. **C** The speaker says he will be leading the Contemporary Chicago tour.
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101. **C** This *noun* is needed after the indefinite article.
102. **C** The future simple passive correctly completes this first conditional sentence.
103. **D** The adjective form *spacious* (meaning *large*) is required here.
104. **A** Only the conjunction *provided (that)* introduces a condition and fits the context here.
105. **A** The verb *replace* (meaning *put back*) correctly completes the sentence.
106. **B** The plural noun *facilities* is a general word for amenities such as these.
107. **D** The expression *to be (well) worth* is followed by the gerund.
108. **C** The adjective *prompt* (meaning *quick*) collocates with *response*.
109. **C** The preposition *On* is used before the noun *arrival*.
110. **D** The *present perfect passive* completes this sentence.
111. **C** Only *request* (meaning *ask for*) fits the meaning.
112. **A** Here *lend* (something to someone) is used (meaning *let someone borrow*).

113. **A** The noun *fine* (meaning a *sum of money charged as punishment*) fits the context.
114. **B** Only the noun *piece* (meaning *item*) collocates with *luggage*.
115. **A** The verb *outweigh* (meaning *be greater or more important than*) completes this sentence.
116. **D** The noun *rise* (meaning *increase or growth*) + *in* is used here.
117. **C** The verb *confirm* (meaning *check or verify*) is needed here.
118. **D** Only the adjective *further* (meaning *additional*) can fit here.
119. **C** Here the infinitive with *to* is used to indicate purpose.
120. **B** We use *since* to refer to a point of time in the past.
121. **C** Here *if* (meaning *whether*) is needed.
122. **B** The only conjunction related to location is *wherever* (meaning *no matter where*).
123. **A** We use the noun *notice* to indicate *advance warning* of something.
124. **D** The *past participle* is needed to complete this future simple passive.
125. **A** This verb (meaning *make certain*) fits the meaning of the sentence.
126. **B** We use the auxiliary verb *do* to complete a question with the verb *need*.
127. **B** The expression *Please do not hesitate to...* is often used in polite or formal correspondence.
128. **D** The modal verb *would* and the *passive infinitive* are used to complete this reported statement.
129. **A** The verb used here is *take part in* (meaning *participate in*).
130. **A** Here the conjunction *thanks to* (meaning *as a result of*) is needed.

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131. **A** Only the verb *accept* collocates with *our sincere apologies*.
132. **B** The e-mail begins by referring to a letter from Ms. Hammond. They go on to say how they *listen carefully* to any complaints and promise to investigate the issue.
133. **D** The adverb *thoroughly* (meaning *comprehensively*) collocates with the verb past participle *investigated*.
134. **B** The future simple of the verb *consider* (meaning *think about*) fits best here.
135. **C** This sentence outlines the purpose of the notice. It is not aimed at customers (A), and gives general guidance rather than for a particular occasion (B). Readers are asked not to investigate or acknowledge any fires (D).
136. **B** Only the adjective *familiar* can be followed by *with*, to mean *have a good knowledge of*.
137. **A** Here *however* is used as an adverb (meaning *no matter how*).
138. **D** Only the verb *investigate* (here meaning *determine*) can complete this sentence.
139. **C** This noun means *the total number of people who work in a company*.
140. **D** The noun *news* refers to the recently announced plans to lay off workers.
141. **A** Here *earlier* is used as an adverb to indicate to *nearer the beginning*.
142. **C** In this case, the verb *expect* is followed by the infinitive with *to*.
143. **A** This sentence clearly relates back to the purpose of the memo.
144. **B** This noun, meaning *freedom to decide*, fits best here.
145. **C** This modal verb expresses the conditional mood, and means *if*. Unlike *if*, it is followed by the infinitive.
146. **D** The full infinitive is needed after *within your powers* (meaning *entitled or permitted*).

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147. **C** The ad states the magazine is delivered to subscribers *each month*.
148. **C** The magazine covers *politics* (A), *the arts* (B), and *economics* (D). Sports are not mentioned.
149. **D** TopDeal is the only retailer that is mentioned positively in both the laptop and desktop PC challenges.
150. **C** Mr. Steinway advises readers *to look at the computer repair tips on the SpendSure website* before seeking professional help. He does not mention (A), (B), or (D).

151. **B** No retailer *diagnosed and repaired all the computers*, and some *misdiagnosed the problem*. We can infer they lack the necessary knowledge. (A), (C), and (D) are not indicated.
152. **D** The information states that the company accepts returns *with no time limit*. (A), (B), and (C) are incorrect.
153. **D** Customers are asked to fill out and *enclose the return form in the package*. No check is requested (A). (B) must be attached *to the front of the package*. Customers are advised *to obtain a free certificate of mailing* (C) at the post office when they mail the package.
154. **A** The information states *we will not charge you the usual shipping fee* for customers who *exchange an item*.
155. **D** The word *respectively* indicates that the first figure given in parentheses relates to male workers. (A) relates to women working flextime. (B) is the percentage of all American workers. (C) is the percentage of employees with children.
156. **A** The article states that *managers . . . are more likely to work flextime than . . . junior employees*. (B) is incorrect. (C) is incorrect as a *roughly similar percentage* of employees with and without children work flextime. (D) cannot be inferred.
157. **C** Sandstorm refers to his company *Microbid* and writes *We support hundreds of businesses*. He later gives a link for more information.
158. **D** The phrase *You can't be too careful* means it is important not to take risks.
159. **A** Staff are currently paid for 40–48 weeks per year, but the center *is only in use for an average of 35 weeks per year*. Management want to prevent employees from *being paid even if there is no work*. (B) is not indicated. (C) and (D) are not mentioned.
160. **A** Mr. Sargent says that the main users of the center *are finding it difficult to afford*. (B) is incorrect as *youth groups* are among the main users. (C) and (D) are not mentioned.
161. **D** According to management, the center *will continue to operate as usual*. (A), (B), and (C) are not indicated.
162. **B** Under *Registration*, the phrase *via this site* (together with the tabs *Home*, etc., below the heading) indicate this is a webpage.
163. **D** (A), (B), and (C) are all mentioned under *Submission Guidelines*. Only (D) is not mentioned.
164. **B** Here, the verb *alleviate* means *lessen or reduce the bad effects of*.
165. **B** The letter thanks Ms. Cheung for *calling at the JourneyPlus Travel Center*. To *call at* means *visit in person*. (A), (C), and (D) are not indicated.
166. **D** No deposit has been paid, so there is no mention of a receipt. (A), (B), and (C) are all mentioned.
167. **D** The booking is *subject to change* (i.e., unconfirmed) *until a deposit has been paid*. (A) is not needed until six weeks before departure. (B) is not indicated. (C) is incorrect.
168. **A** The letter states a *booklet giving you full information about the treatment* is enclosed. (B), (C), and (D) are not mentioned.
169. **C** This sentence tells readers how best to get to the Unit, the location of which has just been mentioned.
170. **B** The letter explains this is necessary because *space in this Unit is very limited*.
171. **A** Patients who *fail to attend* will be *removed from the waiting list*. This means the hospital's waiting list so (B) is incorrect. (C) and (D) are not mentioned.
172. **B** The notice ends *Customers are encouraged to review new bus timetables* and gives a *Customer Services* number to call. (A) and (D) are incorrect. (C) is not indicated.
173. **A** Buses on this line will run *every 10 minutes instead of every 12 minutes*.
174. **D** The notice states that the changes are *in response to customer demand* (A), and that they reflect *increased traffic congestion* (B). Changes to the R5 route and the introduction of Route 321 are designed to improve bus connections (C). Only (D) is not mentioned.
175. **A** This sentence completes the introduction to the changes that are outlined in the document.

176. **D** Ms. Patel wants to *know more about the job*, asking about *qualifications, skills, pay, and training*. This is not a job application (A). She mentions the *superb service* she received, but is not thanking anyone (B). (C) is not mentioned.
177. **C** The ad states that *consultants must... be 1 prepared to work a rotating schedule*. (A) is not mentioned. Experience of travel is essential, but not living abroad (B). (D) is not required.
178. **D** The ad asks for *recent experience of extensive travel in South America and/or Asia*. Ms. Patel only mentions she has *traveled widely throughout Europe*.
179. **A** The ad states that *lunch is provided free of charge*.
180. **B** The ad suggests people write to Mrs. Harper for more information and an application form, so it is likely she will include one in her reply. No application for a job has been made, so (A) is incorrect. (C) and (D) are not indicated.
181. **B** Ms. Paret is asking for help finding a suitable hotel in Singapore as a venue for a regional sales meeting. The meeting is already scheduled (A). (C) is too broad. (D) is not mentioned.
182. **B** Mr. Franklin advises that *reservations need to be made as early as possible*. It is a *peak period* but the date cannot be changed (A). (C) is not mentioned. (D) is incorrect as the meeting is already scheduled to take place during the Lunar New Year.
183. **A** Here the word *concurrently* means *simultaneously or at the same time*.
184. **A** The fax quotes the hotels' *best corporate rates*, so they cater for business travelers (B). Mr. Franklin says *They are all four stars* (C) and *Availability isn't an issue yet* (D). Only (A) is not mentioned.
185. **C** As the *budget is tight*, the Park Hotel is the best option as it includes a gym, and airport transfer, at a low rate.
186. **B** In her e-mail, Miranda Raven talks of setting up two tables, each of which can accommodate six people. Therefore, including the person serving the tea, there will probably be a maximum of 15 people in the tent at any one time, most of whom will be seated.
187. **B** In his e-mail, Ravi Patel says the cost of hire is \$30 per day. The group will pay for two days' hire.
188. **D** Miranda Raven asks *Can any of you help out with that?* just after saying she cannot take the tent back to the depot.
189. **A** In his e-mail Ravi Patel asks Ms. Raven to *please supply full details of your scouting event*. (B) and (C) are incorrect as he does not advise when she should pick up or return the item.
190. **C** *Nominal* means *very small* and is usually used when talking about charges or sums of money.
191. **B** She says on the evaluation form that she appreciates the *discount given to those aged over 65* so that *people like me can attend more courses*, so she is including herself in this group.
192. **C** Peter Evans refers to courses he runs, so he must be a teacher. (A) is incorrect as he is writing to a center administrator. (B) confuses the subject he teaches, art history, with being a professional artist.
193. **A** Ms. Ramirez says *there were no drapes at the window*, and Mr. Evans writes that he would like a room *fitted with blackout drapes*. (B) Only Ms. Ramirez mentions the fact that *some older people find it difficult to climb the stairs*. (C) Only Mr. Evans refers to the content of the course (*slides of paintings*). (D) Only Ms. Ramirez talks about the items stocked in the cafeteria.
194. **D** The sentence *I appreciate your kind words* comes after Mr. Evans' thanks for the e-mail. Ms. Khan must have said some kind words about Mr. Evans in this previous e-mail, in other words, complimented him.
195. **B** Mr. Evans suggested that his *courses be reduced to two hours in length*, but on the schedule they are still scheduled to run for two and a half hours.
196. **C** The phrase *It's a win-win* means that each side benefits in some way.
197. **B** Dr. Lang mentions a *very important government inspection* taking place on the date of this item, and says that she will need to devote her full attention to this, meaning she will not be able to attend a meeting. (A) and (C) do not require the presence of the client, Dr. Lang. (D) is incorrect as Dr. Lang does not mention any reason why she cannot attend this.
198. **B** The article refers to the construction of a *science and technology* wing, and physics is a science subject.
199. **A** The article indicates that people have complained *about the loss of trees*. (B) is incorrect because bushes and shrubs will be *uprooted*; there is no indication that people complained about this. (C) is incorrect as *school life will not be majorly disrupted*.
200. **C** The article says that the contract was approved by the council on *Monday* and the schedule makes clear that this meeting takes place in June.