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# Tactics for TOEIC®

## Listening and Reading Test

Grant Trew

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**Tapescripts and Answer Key**



IIBC

OXFORD

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Grant Trew

Tapescripts and Answer Key



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# Tapescripts

## Unit 1

### A Focus

#### 2 Test tactic

##### Follow up

1. The man is focusing on the screen.
2. The people are discussing something.
3. The family's eating a meal.

#### 3 Tactic practice

1. They are having a meeting.
2. The boy is getting his hair cut.
3. The people are waiting in line.
4. The man is reading a newspaper.

### Understanding natural English

The people are discussing something.  
The family's at the table.

### B Mini-test

1. (A) The dog is running in front of the people.  
(B) The people are picking up wood.  
(C) The people are carrying a tree.  
(D) The people are going outside.
2. (A) The man is making a copy.  
(B) The man is folding a sail.  
(C) The man is drinking from a cup.  
(D) The man is pouring a drink.
3. (A) She's looking at a flower.  
(B) She's buying some vegetables.  
(C) She's sitting on the floor.  
(D) She's picking up a flower pot.
4. (A) He's standing near the bushes.  
(B) He's repairing a machine.  
(C) He's cutting down a branch.  
(D) He's fixing his car.
5. (A) The man is washing the glass.  
(B) The man is gazing out the window.  
(C) The man is holding onto the railing.  
(D) The man is hanging a picture.
6. (A) Four people are waiting for the phone booth.  
(B) The meal is on the table.  
(C) They're putting on aprons.  
(D) They're sitting in a restaurant.
7. (A) There are a lot of tools in the workshop.  
(B) The man is sitting in the shop.  
(C) The shelves in the room are empty.  
(D) The man is opening the door.
8. (A) The man is waving his briefcase.  
(B) The man is trying to get a taxi.  
(C) The man is walking on the road.  
(D) The man is signing his name.

## Unit 2

### A Focus

#### 2 Test tactic

1. How do you come to class?
2. What did you get for your last birthday?
3. Why do you want to improve your TOEIC score?

#### 3 Tactic practice

1. What are the arrangements for tomorrow?  
(A) There's a range of goods.  
(B) Yes, it's tomorrow.  
(C) We'll meet at ten.
2. Who's taking the minutes?  
(A) I've asked Steve to do it.  
(B) It takes about an hour.  
(C) Jim's talking now.
3. Why did he say he was late?  
(A) The traffic was very light.  
(B) His alarm didn't go off.  
(C) He got up on time.
4. How were her findings received?  
(A) Very positively  
(B) She couldn't find them.  
(C) The receiver is broken.
5. What company did you use to ship the parcel?  
(A) I sent it by ship.  
(B) There were a lot of packages to send.  
(C) We used Freightstar, as usual.
6. How can I change my computer password?  
(A) Yes, I think you need a change.  
(B) You'll have to talk to the support staff.  
(C) To keep your computer safe.



## Understanding natural English

Why did you leave your last company?  
What did you get for your last birthday?

### B Mini-test

- When does the last train get in?  
(A) Platform six.  
(B) It's getting late.  
(C) Around midnight.
- What are you doing for your vacation?  
(A) We're taking it with us.  
(B) I'll probably go to Miami again.  
(C) No, I don't think I'll do it.
- Are you working tomorrow?  
(A) No, on the bus.  
(B) Yes, but not until 10:30.  
(C) I saw that, too.
- How did you do on your exam?  
(A) I don't think so.  
(B) Everyone did.  
(C) Very well, thanks.
- Where are you going for lunch?  
(A) With Sally.  
(B) I haven't decided yet.  
(C) In about an hour.
- Why does Irving look so tired?  
(A) No, he wasn't there.  
(B) Yes, I have been really tired.  
(C) He's been working overtime.
- Are there any messages for me?  
(A) Yes, just one.  
(B) I'd like one, too.  
(C) It was very relaxing.
- Why did you leave your job?  
(A) Yes, he works hard.  
(B) I wanted more responsibility.  
(C) At the end of April.
- Do you know where the meeting will be?  
(A) Yes, it's in Jane's office.  
(B) I know him quite well.  
(C) No, this afternoon.
- What kind of food do they serve?  
(A) I prefer lunch.  
(B) I heard all about it.  
(C) Very good Italian food.
- Have you met the new manager?  
(A) Yes, she seems very nice.  
(B) Yes, I agree.  
(C) It's completely full.

- How much are the repairs going to cost us?  
(A) A week at least  
(B) A lot more than they said at first  
(C) I hope so.

## Unit 3

### A Focus

#### 1 Language building Follow up

- It isn't a cheap brand.
- The description on the box is wrong.
- Give me another part.

#### 2 Test tactic

##### B

Questions 1-3 refer to the following conversation.

- W** Excuse me, I bought this CD player yesterday, but when I got home I noticed that the AC adapter wasn't in the box, and I don't want to run it on batteries.
- M** Oh, really. May I see the player and your receipt, please?
- W** Yes, certainly. Here you are.
- M** Ah, as you can see on the label, this model doesn't come with an adapter. I can order one for you though.

- What does the woman want to do?
- What does the man tell her?
- What does the man offer to do?

#### 3 Tactic practice

Questions 1-3 refer to the following conversation.

- W** Bill, do you think you could visit the Taylorville branch on Tuesday?
- M** Tuesday? I'm afraid that's impossible. I'm going to be busy all next week.
- W** That's a problem. The head office promised them we would send someone down to have a look at their air conditioning early next week.
- M** Well, why don't you ask Karl? He should be free next week.

- What are the speakers discussing?
- What is the problem?
- What does the man suggest?

**Questions 4–6** refer to the following conversation

- W** So, now that you've seen it, what do you think of the new training package?  
**M** Well, it's certainly better than the old one.  
**W** That's true, but what kind of feedback did you get from the trainees?  
**M** It's hard to say. They all seemed to enjoy the session, but had mixed feelings about how useful it was. Some of them felt it lacked enough practical value while others said they'd be able to make use of the ideas immediately.
- How does the man feel about their new training program?
  - What did the woman ask the man about?
  - What did some trainees criticize?

### Understanding natural English

Do you think you could visit the Taylorville branch?

Do you think you could send these packages?

### B Mini-test

**Questions 1–3** refer to the following conversation.

- M** Do you think you could send these packages for me? They have to get to the courier by 6 o'clock and I'm late for a meeting.  
**W** Sure, I have some time now. Where do you want me to send them?  
**M** The list with the customers' addresses is in this document and the number of the courier service is at the top of the page. I really appreciate this.  
**W** Don't worry. I'll take care of it.
- What does the man want the woman to do?
  - What is the man's problem?
  - What does the woman request?

**Questions 4–6** refer to the following conversation.

- W** Eric, are you driving down to the central office tomorrow?  
**M** Yes, I am. Why? Do you need a lift?  
**W** I do. My car is in the shop and I really don't want to take the bus. Would you mind?  
**M** Not at all, I'd appreciate the company.
- What does the woman want?
  - What is the woman's problem?
  - What will the man do?

**Questions 7–9** refer to the following conversation.

- M** Sorry, I wonder if you would mind moving your van? You're blocking the emergency exit for the theater.  
**W** I'm sorry, I must have missed the sign. Could you suggest a place to park?  
**M** The sign is here, just behind the tree. If you go around the corner there's lots of parking by the side of the building.  
**W** Thanks, I'll move my van right away but you really should cut back those branches.
- What does the man suggest the woman should do?
  - What does the woman ask?
  - Why was the sign not visible?

**Questions 10–12** refer to the following conversation.

- M** Hi. My watch has stopped and I need to replace the battery. Also I need a new watch strap.  
**W** Well, we can replace the battery, but I'm not sure we have this model strap in black. We can order one for you today. Are you in a hurry?  
**M** I'm going out of town on Wednesday morning, so could I pick it up on Tuesday?  
**W** Well, we can change the battery by this afternoon, but if you want us to replace the strap, I'm afraid we wouldn't have that until Thursday.
- What is the problem with the man's watch?
  - What will cause a delay?
  - When will the watch finally be ready?

## Unit 4

### A Focus

### 2 Test tactic

#### B

**Questions 1–3** refer to the following announcement.

Attention all passengers waiting for the 3:55 bus to the town of Darby. We have just been informed that due to road work on the Evanston Bridge, this service to Darby has been canceled. For ticket holders who wish to continue to Darby today, we are arranging a shuttle bus to take you as far as Dalesville train station, where you may continue your journey by rail. For these passengers we will shortly be serving complimentary tea and coffee while you wait for the shuttle to arrive.



Passengers who do not wish to travel by rail can get an immediate refund for the unused portions of their journey at our main ticket counter.

We apologize for any inconvenience, and hope you will continue to choose Speedy Buslines for your travel needs. Thank you.

1. Where is this announcement being made?
2. What is the problem?
3. What may people wishing to go to Darby do?

### 3 Tactic practice

**Questions 1–3** refer to the following announcement.

Looking for the perfect spot for a tropical getaway? The warm sun, crystal blue seas and wealth of secluded beaches on the island of Arabella could be just what you are looking for.

Arabella was established as a major Caribbean trading base, but trade is no longer an important part of the island's economy, and the beautiful coral reefs now attract visitors from all over the world.

Arabella also hosts world-class events, such as the famous Arabella Sailing Championships held at the end of April and the Caribbean Carnival dance and music festival held in mid October.

Call us today for information on how you can make the perfect winter holiday escape this year. We also offer special March break discounts.

1. What is the main purpose of this announcement?
2. What was Arabella originally?
3. When is the Caribbean Carnival held?

**Questions 4–6** refer to the following announcement.

As I am sure most of you have already heard, the deadline for the Q-com project has been changed, which means we now have only five days left to get everything prepared. For that reason, I'd like you, Jack and Cate, to drop what you are doing and lend us a hand checking the documents for any typos from tomorrow. Beth and Howard, I need you guys to finalize the image files by Thursday. And if anyone is feeling helpful, there are about 200 address labels that have to be written.

I realize this has come out of the blue a little, but I think if we all work together we should have plenty of time to get it all done. So, before we all get to work, are there any questions?

4. Why was the meeting called?
5. When does the project have to be finished?
6. What are Beth and Howard asked to do?

## Understanding natural English

We apologize for any inconvenience.  
Check the documents for any typos.

## B Mini-test

**Questions 1–3** refer to the following announcement.

Good afternoon, everyone, I am here to summarize the third quarter performance of our EL series computers. I'll start with the EL501, our top-of-the-line executive laptop. We were pleasantly surprised with the sales of the 501 model. Its impressive performance has resulted in a 17% increase over our sales last quarter. Now, our low-priced EL301: this computer was exceptionally popular, allowing us to boost our sales by nearly 30%. This economy desktop model was especially well received by new college and high school students. Unfortunately the last model in this range, the EL401, didn't do so well. This standard desktop computer, targeting the small business market, showed a reduction in overall sales of roughly 9%.

1. Where is the announcement taking place?
2. What is the main purpose of the announcement?
3. What is suggested about the EL401 standard desktop computer?

**Questions 4–6** refer to the following announcement.

Darby Township officials ask you to help them keep your neighborhood clean and attractive. To avoid having items blown around by the wind, please put all discarded food and household items in bags or containers before putting them out for collection. Residential waste collection takes place on Tuesdays and Fridays, and grass and leaves are picked up on Thursdays. Please put grass and leaves in large, open plastic bags and place the bags at the side of the road outside your house or apartment. Remember that the collection service begins at 8:00 A.M., so make sure you put all bags out by 7:30 in the morning.

4. According to the announcement, why should discarded items be put in bags?
5. On what day are leaves and grass collected?
6. By what time should bags be placed outside?



**Questions 7-9** refer to the following announcement.

At Auto and Marine Insurance, we want to be sure that you are well protected when driving. Therefore, we recommend the following safety tips. First, always remember to fasten your seat belt. Statistics show that using a seat belt saves lives each year. Pay special attention when driving in poor weather conditions. Know your route, be sure your vehicle is properly maintained and remember to adjust your driving according to the road conditions. Finally, be sure to turn off your mobile phone or to use a hands-free device so as not to be distracted when driving. If you have questions about these or other safety tips, please contact an Auto and Marine agent.

7. Who most likely is making this announcement?
8. According to the announcement, what should drivers do in poor weather conditions?
9. When are listeners invited to contact an Auto and Marine agent?

**Questions 10-12** refer to the following voicemail announcement.

This is an announcement for all employees. Our computer network went down yesterday afternoon, and our technicians are working to repair the problem. A computer virus has been distributed to company computers as an attachment to e-mails that use the name "News sheet". Normally, our computer protection system would have isolated the virus on one computer, but this new computer virus was able to bypass security, causing a system-wide failure. We would like to remind all computer users NOT to open e-mail attachments from unfamiliar senders. Thank you for your attention to this matter and your patience while repairs are underway.

10. What is the purpose of this announcement?
11. What has caused a problem?
12. What are computer users reminded to do?

## Unit 8

### A Focus

#### 1 Language building

##### B

1. The students are sitting around the table.
2. A guardrail divides the highway.
3. They are preparing for an examination.
4. The overpass casts a shadow on the road.

#### 2 Test tactic

##### A

1. (A) The men are standing behind their chairs.  
(B) There are some cups on the table.  
(C) The woman is collecting the cups.
2. (A) The woman is talking on the phone.  
(B) The baby is typing on the keyboard.  
(C) The mother is feeding her baby.

##### C

1. (A) The woman is walking in the kitchen.  
(B) She's folding the newspaper.  
(C) She's standing by the sink.  
(D) She's making a cup of coffee.
2. (A) The woman is picking up the computer books.  
(B) She is sitting on the desk.  
(C) She is working on the computer.  
(D) The programmer is sitting at her desk.

#### 3 Tactic practice

1. (A) A woman is withdrawing her money.  
(B) The shop assistant is eating some candy.  
(C) There's some candy on the counter.  
(D) A woman is being served.
2. (A) They're programming their computers.  
(B) The monitors are covering the wall.  
(C) They're taking some pictures.  
(D) They're monitoring the weather.
3. (A) Some people are sitting on a rug.  
(B) Some people are sleeping outdoors.  
(C) The children are playing in the field.  
(D) The tent is on the beach.

#### Understanding natural English

She's folding the newspaper.  
The man's riding his horse by the sea.

### B Mini-test

1. (A) They're walking with a horse.  
(B) The man's riding his horse by the sea.  
(C) The woman's brushing down the horse.  
(D) The horse is running free.
2. (A) They're pulling the sleds downhill.  
(B) They're dressed for cold weather.  
(C) They're skiing downhill.  
(D) They're making a snowman.
3. (A) The ferry is under repair.  
(B) It's raining hard in the city.  
(C) Skyscrapers tower over the harbor.  
(D) Sailors are checking the ropes.
4. (A) They are looking at the screen.  
(B) They are watching the trainer.  
(C) They are standing by the window.  
(D) They are working at their desks.
5. (A) They're having a conversation.  
(B) They're hanging their jackets on a hook.  
(C) They're driving along the road.  
(D) They're sitting beside a desk.
6. (A) They're standing by the piano.  
(B) The woman is singing a song.  
(C) The girl is playing outside.  
(D) The girl is having a music lesson.
7. (A) The bridge crosses the road.  
(B) The cars are stopped at a traffic light.  
(C) The cars are moving in one lane.  
(D) The people are walking into the city.
8. (A) She's putting on a white coat.  
(B) She's talking into a microphone.  
(C) She's carrying the equipment.  
(D) She's working in a laboratory.

## Unit 9

### A Focus

#### 1 Language building

##### Follow up

1. I don't think she did.
2. Of course, I can.
3. He didn't say.
4. Not at all.

## 2 Test tactic

### Follow up

1. Is this the last stop?  
(A) Yes, it'll last for two hours.  
(B) Yes, it's a new top.  
(C) No, it's the one after this one.
2. Did you call the customer back?  
(A) I sent an e-mail instead.  
(B) Yes, it's an old custom.  
(C) No, it wasn't black.
3. You're working tomorrow, aren't you?  
(A) No, I only walk on Mondays.  
(B) Only in the afternoon.  
(C) Yes, he's working in the morning.
4. Can you remember the details?  
(A) Yes, it was very detailed.  
(B) No, he's not a member.  
(C) I've written them in my notebook.
5. You read through the notes, didn't you?  
(A) Yes, but I couldn't understand them.  
(B) Yes, I noticed him, too.  
(C) Yes, I went through there yesterday.

## 3 Tactic practice

1. Can you drive?  
(A) No, I don't like diving.  
(B) Yes, it's a can.  
(C) Yes, but I'm not very good.
2. Are you interested in books?  
(A) Not really. I prefer music.  
(B) Yes, I've booked it.  
(C) No, it wasn't very interesting.
3. Have you seen this poster?  
(A) Yes, I've posted it.  
(B) I saw it yesterday.  
(C) He's never seen it.
4. You're new, aren't you?  
(A) That's right. This is my first day.  
(B) No, it's very old.  
(C) I knew the answer, too.
5. Could you hold this for me?  
(A) How big is the hole?  
(B) It isn't for me.  
(C) Sure. What is it?
6. Did you give him the letter?  
(A) He wouldn't let her.  
(B) Sorry, I forgot.  
(C) Yes, there were ten letters.

## Understanding natural English

I'm going to go after work.  
Are you going to wait for Mark?

### B Mini-test

1. Do you mind if I open the window?  
(A) No, go ahead.  
(B) No, it's not.  
(C) They're nice clothes.
2. Do you know where Yoko is?  
(A) No, she isn't.  
(B) I think she's upstairs.  
(C) It's worn out.
3. Is it OK if I leave now?  
(A) Yes, that's fine.  
(B) Yes, it's true.  
(C) I'll take some.
4. Have you checked the address?  
(A) Formal dress only  
(B) It's expensive.  
(C) Angie checked for me.
5. This is your briefcase, isn't it?  
(A) Yes, I'll be brief.  
(B) No, mine is in the office.  
(C) Just in case.
6. Are you going to wait for Mark?  
(A) He said to meet him there.  
(B) I haven't seen our waiter.  
(C) Yes, I'm going to weigh it.
7. Can I help you?  
(A) Yes, it is.  
(B) No, he doesn't mind.  
(C) I'd like to speak to the manager.
8. Have you been to the bank yet?  
(A) No, I'm going to go after work.  
(B) I enjoyed the banquet.  
(C) No, she didn't.
9. Have you seen the latest report?  
(A) Yes, it is very late.  
(B) No, I haven't received it yet.  
(C) No, we haven't met.
10. Is anyone sitting here?  
(A) No, it's not here.  
(B) Yes, I'm sorry.  
(C) She's sitting over there.
11. You're on holiday next month, aren't you?  
(A) Yes, I just got back.  
(B) Actually, it's next week.  
(C) I'll take two.



12. Did you ask him why he was late?  
(A) Yes, it's getting late.  
(B) No, he didn't ask me.  
(C) He said he missed the bus.

## Unit 10

### A Focus

#### 1 Test tactic

##### D

1. **W1** Hi, do you know where the CD player is?  
**W2** Yes, I saw it in the kitchen, next to the coffee maker.
2. **W** Can I get two tickets for tonight's performance?  
**M** I'm afraid there are none left for tonight. I can sell you some for tomorrow night.
3. **W1** Who filed these documents? They're in the wrong place.  
**W2** It must have been Dale. He has made the same mistake three times this week.

#### 2 Test tactic

##### B

1. **M** I'm planning on changing jobs.  
**W** Really? Why?  
**M** This one is too far away from my family and my mother hasn't been well recently.  
**W** I know what you mean. I was in the same situation with my father when I was working in Chicago.

##### C

2. **M** Customer Service. May I help you?  
**W** Yes, I ordered a red sweater, but you delivered a green one.  
**M** I'm terribly sorry, ma'am. Please return it to us. We'll pay for shipping and send you the correct color, along with a 10% discount coupon good for your next order.

#### 3 Tactic practice

Questions 1-3 refer to the following conversation.

- M** How's your new job going?  
**W** Not so well. I really like working in the advertising field, but my new boss is very pushy and likes to jump on every single mistake.  
**M** Perhaps you should ask the other workers how they handle it?

**M** I did. It seems they take it for a year or so and then look for another job. I think that's why I was able to get hired even though I don't have much experience.

1. What is the woman unhappy about?
2. What does the man suggest?
3. Why does she suspect she got the job?

Questions 4-6 refer to the following conversation.

- W** Excuse me. I bought this coffee machine the other day and I'm not satisfied with it. I'd like a refund. Here's my receipt.  
**M** I see. What seems to be the problem?  
**W** It's too small for my family. It says it can make six cups, but they must be very small ones.  
**M** I'm afraid that because the item has been used, we can't give you a refund, but since it was purchased less than a week ago, we can allow you to exchange it for a larger model.
4. What does the woman request?
  5. What does she say is the problem?
  6. What does the man say?

### Understanding natural English

It'll take a couple of years.  
That'll get us there in five minutes.

### B Mini-test

Questions 1-3 refer to the following conversation.

- W** How long have you been working here?  
**M** Since I finished college six years ago. Except for summer work, this is my first real job.  
**W** How do you like the job?  
**M** It's great. I'm going to study part time for a masters in business management. It'll take a couple of years but I definitely plan on staying with the company.
1. How long has the man been at his current job?
  2. What are the man's future plans?
  3. What does the man say about the company?

Questions 4-6 refer to the following conversation.

- M** Hi. My car's been making a strange noise and I seem to be losing power.  
**W** OK, I will have a look at it and should be able to tell you what's wrong in about an hour.  
**M** An hour! I'm in a bit of a hurry. Do you think you can finish any sooner?  
**W** I'm sorry but these things take time. We'll be happy to call a taxi for you if you don't have time to wait.

4. Where are the speakers?
5. What is the man concerned about?
6. What does the woman suggest?

**Questions 7–9** refer to the following conversation.

- W** Can you go faster, driver? I have a meeting in 15 minutes.
- M** The traffic near the stadium is bad because of the baseball game.
- W** Should I get out and walk?
- M** No, don't worry. I know a short route that will get you there in five minutes.
7. What most likely is the man's job?
  8. What is the problem?
  9. What will the man do next?

**Questions 10–12** refer to the following conversation.

- W** How is your brother doing?
- M** He's great. He's been training hard for a 42 kilometer race in June.
- W** That's fantastic. What's he doing to prepare?
- M** He runs about 10 kilometers every other day and he watches his diet carefully.
10. What are the speakers discussing?
  11. When will the event take place?
  12. What does the man say about his brother?

## Unit 11

### A Focus

#### 2 Test tactic

##### B

##### Part 1

Ladies and Gentlemen, fellow investors, I'd like to present this year's final quarter earnings report.

1. What kind of people might listen to this announcement?

##### Part 2

As I'm sure you are all aware, this last year has seen us expand our field of operations into the European market, enabling us to almost double the potential number of customers in our target market.

2. What has changed in the European Market in the last year?

##### Part 3

I'm delighted to be able to report that the figures for this quarter suggest that this venture has been even more successful than we had anticipated. It looks like the European market is going to more than make up for the disappointing figures from our North American area, which were affected by unfavorable exchange rates.

3. What does the speaker say about the company's finances this year?

#### 3 Tactic practice

**Questions 1–3** refer to the following talk.

OK, let me tell you a little bit about the property. It was built in the 1940s and, as you can see, it is in remarkably good condition considering the age. If you'll just follow me through the front door, you'll notice that the kitchen is quite spacious as it was totally renovated just six months ago. The living room is through here – there's plenty of room for your furniture – and the bay window in here keeps the room bright and cheerful until early evening. Also, notice the real wood flooring in this room. That's something you wouldn't expect to find in a property in this price range. OK, feel free to take a look around, and then in a minute we'll go upstairs to check out the master bedroom.

1. What does the speaker say about the house?
2. What is mentioned about the living room?
3. What will the speaker do next?

**Questions 4–6** refer to the following announcement.

The Kiyai judo club has been offering lessons to children and adults in the Southill area for the last ten years. We offer a wide range of classes from complete beginners up to advanced level, and ages from 6 up to 66. We are also proud to boast two junior regional champions and one national runner up. Our coaching staff are all certified members of the National Judo Association, and our head instructor, Daniel Kanemoto, is a former two-time national champion. Whether you want to improve your techniques, learn some basic self-defense, or just work out to improve your overall fitness, we have something to suit you. Call 555 5203 for more details.

4. What is the aim of this announcement?
5. What is the minimum age for members?
6. What is special about the head instructor?



## Understanding natural English

As you can see, it is in remarkably good condition. You can store your entire photo collection safely.

### B Mini-test

**Questions 1–3** refer to the following report.

Now for Orgola Valley's weather outlook. Expect plenty of sunshine today with highs near 20 degrees Celsius. No winds – a nice change from the strong winds we experienced yesterday. Tonight some clouds will move in and the temperature will go down to around 10 degrees. Tomorrow there will be intervals of clouds and sunshine, but the daytime temperature will fall to 15 degrees Celsius. There will be further change in the weekend weather, with rain moving in on Friday and continuing until Sunday night. For up-to-the-minute weather reports, please visit us at our Web site, [localweather.org](http://localweather.org).

1. When did Orgola Valley experience strong winds?
2. What will happen tomorrow?
3. According to the report, how could a listener get more weather information?

**Questions 4–6** refer to the following talk.

I'd like to start by welcoming you all to FLS. My name is George Stevens, and I'm the head of the customer service department here at our Bedford office. I'm responsible for the overall running of this section, and for the next three days, I'll be taking you through all you need to know to become an effective customer service representative. Here at FLS we take our customers very seriously, and our goal is to give you all the skills you will need to be able to respond to customer needs. If you don't understand at any time, please don't hesitate to ask me. OK, as today is your first day on the job, let's start with a little activity to allow us all to get to know each other better.

4. What is the purpose of the talk?
5. Who most likely is the speaker addressing?
6. In which department does George Stevens work?

**Questions 7–9** refer to the following advertisement.

Print World has a special sale on the new GX3 – the latest, most compact printer on the market. Your desk will never look neater as this all-in-one piece of equipment does it all. It features a full color printer, scanner, copier and fax machine and cordless telephone handset. What's more, in an industry first, the GX3 comes with a high-capacity hard drive, so you can store your entire photo collection safely and print out your pictures without the need to connect to a computer. Print World has a limited supply of the GX3 and you won't find a lower price anywhere, so get here before Saturday when the sale ends.

7. What product is being described?
8. According to the advertisement, what is a special feature of the product?
9. When will the sale end?

**Questions 10–12** refer to the following announcement.

Before you all get back to work, I have a short announcement to make. As some of you may know, Chuck Adams, the maintenance worker of this building for the last 25 years, is leaving us at the end of the month. As he's been here longer than any of us and done a great job of keeping our offices in good condition over the years, I thought it would be a nice gesture if we got him something for his retirement. I'll be collecting money over the next week, so if you want to contribute, then I'll put it towards a gift certificate. And don't go mentioning this to him; remember, it's meant to be a surprise.

10. What is Chuck Adams responsible for?
11. When is Chuck Adams leaving?
12. What is the purpose of this announcement?



## Unit 15

### A Focus

#### 1 Language building

##### B

1. The man is reading a newspaper.
2. The baker is making bread.
3. The baker is standing in front of the oven.
4. The man is wearing a suit.

#### 2 Test tactic

##### C

1. (A) The man is looking at a backpack.  
(B) The man is standing near a wall.  
(C) The hiker is wearing sunglasses.  
(D) The man is sitting on his bag.
2. (A) The boy is riding the bicycle.  
(B) The man is taking off the wheel.  
(C) Many people are standing near the trees.  
(D) They are fixing the boy's bicycle.

#### 3 Tactic practice

1. (A) The people are taking shelter from the rain.  
(B) The beach isn't crowded.  
(C) It's a very cloudy day.  
(D) The seaside is popular today.
2. (A) The chickens are in the yard.  
(B) The chef is standing by the grill.  
(C) The food is ready to serve.  
(D) The restaurant is very busy.
3. (A) A forest grows in the valley.  
(B) The fire truck leaves the station.  
(C) Logs are stacked in the yard.  
(D) The wooden figurines are on sale.

### Understanding natural English

A forest grows in the valley.  
The man is standing near a wall.

### B Mini-test

1. (A) The woman is waiting for service.  
(B) The jacket has been placed in a box.  
(C) The woman is paying the cleaning bill.  
(D) The clothes are hanging in the window.
2. (A) He is clearing his desk.  
(B) He is writing on the paper.  
(C) He is focused on his work.  
(D) He is working on his computer.

3. (A) The backpacks are on the ground.  
(B) The hikers are looking at the view.  
(C) The stairs are very steep.  
(D) The boats are going out to sea.
4. (A) The man is leaving the studio.  
(B) The man is putting away some brushes.  
(C) The man is brushing his jacket.  
(D) The man is painting a picture.
5. (A) They're out shopping.  
(B) They're checking some information.  
(C) They're watching television.  
(D) They're talking to each other.
6. (A) The man is writing a letter.  
(B) The man is standing at the board.  
(C) The man is cleaning the whiteboard.  
(D) The man is looking for a marker.

## Unit 16

### A Focus

#### 1 Language building

##### C

1. It seems like forever, but actually it's only about six years.
2. If you go across the street and turn left, you should see a Chinese restaurant about a block down.
3. They don't usually drop them off until after 6 o'clock.
4. Well, I was born in Scotland, but I grew up in England.

#### 2 Test tactic

##### B

1. Excuse me. Where are the stairs?  
(A) Go out this door and walk around the corner.  
(B) They're away on business.  
(C) It's not polite to stare.
2. When did they cancel the order?  
(A) Back in March, I think.  
(B) Yes, they were ordered to do it.  
(C) I really think we have to cancel it.
3. How long did you have to wait?  
(A) Yes, it is very long.  
(B) I was waiting for it on Tuesday.  
(C) Not as long as I expected.

4. Do you know where my keys are?  
(A) Yes, it's the wrong key.  
(B) In the drawer, as usual.  
(C) They went out.
5. Do you know of a good cleaner near here?  
(A) I think it's not so clean.  
(B) I prefer a different cleaner.  
(C) There's one on Bank Street.

### 3 Tactic practice

1. How do you get to the university from here?  
(A) Take the number 11 bus.  
(B) It's a long road.  
(C) The university isn't here.
2. When did the package arrive?  
(A) This morning  
(B) I've packed it.  
(C) Yes, it's arrived.
3. Where is the A4 paper kept?  
(A) It's for the photocopier.  
(B) No, don't throw away any paper.  
(C) In the storeroom
4. How long did the journey take?  
(A) Every Friday  
(B) Just under three hours  
(C) About three kilometers
5. Could you tell me where a bank is?  
(A) This isn't a bank.  
(B) There's one around the corner.  
(C) About a kilometer

### Understanding natural English

Where is the A4 paper kept?  
When is the taxi coming?

### B Mini-test

1. Where are you taking them?  
(A) On Thursday.  
(B) It won't take long.  
(C) Back to the hotel.
2. How did the meeting go?  
(A) Around the table.  
(B) Very well, I think.  
(C) In New York.
3. Where is the staff entrance?  
(A) Only on Monday.  
(B) I'd like that.  
(C) At the back of the building.

4. When is the taxi coming?  
(A) In about ten minutes  
(B) Because I'm sorry  
(C) On the bus
5. How do I get to the boardroom?  
(A) He's getting bored.  
(B) Take the stairs to the third floor.  
(C) There aren't enough.
6. Why are you standing?  
(A) There are no seats left.  
(B) I have one, thanks.  
(C) Next to the door.
7. What time should we leave?  
(A) That's a good idea.  
(B) Let's take the train.  
(C) As soon as I've finished this.
8. What's wrong with the computer?  
(A) That's too bad.  
(B) Yes, I can.  
(C) It won't turn on.
9. Could you show me the way to the hospital?  
(A) Sure, just follow this street.  
(B) There can't be.  
(C) About two hours.
10. How long are you planning to stay?  
(A) About two kilometers.  
(B) About three or four days.  
(C) I've stayed here before.
11. Where do you keep the printer paper?  
(A) I'm afraid we've run out.  
(B) It was printed in Hong Kong.  
(C) Keep the paper in your wallet.
12. I can't finish the report by Friday.  
(A) No, I'm sorry. I can't.  
(B) I don't think he has finished it.  
(C) The boss isn't going to like that.



# Unit 17

## A Focus

### 1 Language building

#### B

1. **M1** I'd like two tickets to Dallas for tonight, please.  
**M2** Certainly. Would you like a sleeper car?  
**M1** No, coach class is fine. What time is that?  
**M2** It leaves at 9 o'clock from track 11.

Where is the man?

2. **M1** Do you have any vacancies for tonight?  
**M2** For how many people?  
**M1** Just me and my wife. With a bath if you have it.  
**M2** I'm sorry, sir. Except for a single room, we're fully booked.

What is the first man doing?

3. **M** I think you will really like the features on this new unit. The sound is much better and it's lighter, too.  
**W** Yes, it looks good, but it's almost \$30 more than your old model.  
**M** True, but if you take delivery this week, we can offer a 10 percent discount on your first order.  
**W** OK, but let's start with 50 units and see how fast they sell.

What is the man's job?

### 3 Tactic practice

Questions 1-3 refer to the following conversation.

- M** Hi. Are you looking for anything special?  
**W** Yes, my husband's birthday is coming up and I was wondering if you had a recording of this piece. I think it's quite rare.  
**M** Let me see. Yes, that's available on a double CD that was released last month, but it sold out very quickly and we don't have any left. Would you like me to order it for you?  
**W** That would be great.

1. Where are the speakers?
2. What is the woman doing?
3. What does the man imply?

Questions 4-6 refer to the following conversation.

- W** Have you seen this?  
**M** Yeah, but the money's not great and it doesn't say much about the working conditions.  
**W** That's true, but you've always wanted to work overseas. And, anyway, in a foreign country every day would feel like a holiday, wouldn't it? If I hadn't just got a new place, I'd consider it myself.  
**M** I'm not sure. I'm not desperate to find a job at the moment. I'd rather take my time and look for jobs closer to home.
4. What are the speakers doing?
  5. What can be inferred about the speakers' relationship?
  6. What does the man imply?

### Understanding natural English

That's what we were told to expect.  
You've always wanted to work overseas.

## B Mini-test

Questions 1-3 refer to the following conversation.

- M** I hope you had a pleasant trip to Kingston. I've heard it's a fascinating place and that the summer carnival is very exciting.  
**W** That's what we were told to expect but it turned out to be a bit disappointing.  
**M** Really? But surely the city center was full of color and lights and dancing?  
**W** Well, the carnival was a problem. Our hotel was on a busy street in the center of the celebration area, and there was a lot of noise all night long. We had difficulty sleeping.

1. What has the man heard about Kingston?
2. What does the woman say about her trip?
3. Where was the woman's hotel located?

Questions 4-6 refer to the following conversation.

- M** Excuse me, I think there is a mistake on my bill.  
**W** What seems to be the problem, sir?  
**M** Well, it says here that the special is 15 dollars, but the sign I saw was offering the special for only 10 dollars.  
**W** Ah, I see, sir. Actually, the sign says that the special is only available until 1:30 P.M. and it is now already 2 o'clock.
4. Where does the conversation probably take place?
  5. What is the problem?
  6. Until what time was the offer available?



**Questions 7–9** refer to the following conversation.

- M** I can't believe we have only until Thursday to get the reports finished before we have to send them out.
- W** I know what you mean. We haven't been able to work on any other projects all week. If we keep working like this, though, we should be able to finish on time.
- M** I hope so. I know your team is already half way through the report but mine is still trying to agree on a design.
- W** Well, let me know if I can do anything to help.
7. What are the speakers mainly discussing?
8. What is scheduled to happen on Thursday?
9. What is the man's concern?

**Questions 10–12** refer to the following conversation

- W** Here's the air conditioner. It made a strange noise last night and then stopped working. Can you tell me how long it will take to fix it?
- M** It shouldn't be more than a couple of hours if I have the parts. This is a rather old unit, though.
- W** It's very warm in here. I'll sit in the garden and wait for you to finish.
- M** I'll get my tools and get started right away.
10. Who most likely is the man?
11. How much time does the man probably need?
12. Where are the speakers?

## Unit 18

### A Focus

#### 1 Language building

##### B

1. (A) The parts weren't on the ship.  
(B) Some of the boxes were broken in transit.  
(C) The customer must pay for the damage.
2. (A) They estimate it will take another month.  
(B) The job hasn't started yet.  
(C) Work has been going on for four weeks.
3. (A) Mr. Holmes has done many things to support the group.  
(B) Mr. Holmes is a very large man.  
(C) Mr. Holmes scored many goals for the team.

### 2 Test tactic

##### C

Spectators should try to get down to the Jamestown marina early to get a good place to watch the action. Pre-race events include knot-tying contests, tours of the 90-year-old tall ship *Columbia* and a chance to see 150 artifacts recently salvaged from a 200-year-old ship from the Jamestown harbor. Gates open from 9 o'clock. Parking is limited to 200 cars, so latecomers are advised to take public transport.

2. How many salvaged items are on display?

### 3 Tactic practice

**Questions 1–3** refer to the following announcement.

Before we start today's meeting I would like to check which of you will be able to attend the conference starting next Saturday. As you know I was planning to attend myself, but due to a clash with the shareholders' meeting, I won't be able to make both days of the conference. I would appreciate it if a couple of you could attend the conference and take notes on the three plenary discussions scheduled for Saturday afternoon. The presentations shouldn't last more than about two hours. I realize that this is scheduled for a non-working day, so I would be open to arranging a swap for those people attending, allowing you to take a half-day off another day. If you are interested in this, please come and see me at the end of the meeting. Right, let's move on to the first point of the day...

1. How many people are requested to attend the conference?
2. How long does the conference last?
3. How much time off can volunteers expect?

### Understanding natural English

I won't be able to make both days of the conference. She's one of the top designers.

### B Mini-test

**Questions 1–3** refer to the following announcement

You have reached the Monterrey Cinema Schedule hotline. Today's feature presentations are as follows. In cinema 1 we are showing *Long Vacation*, a comedy, featuring Tom Knott and Sandy Edwards. Shows start at 4 P.M., 6 P.M. and 9 P.M. In cinema 2 we are showing *Indigo Heart*, a romance, featuring Andy Vega and Myra Hassan. Shows start at 3 P.M., 6 P.M., and 8 P.M. In cinema 3 we are showing *Phantom Knight*, a mystery that takes place in the Middle Ages, featuring Deborah Legg. Shows start at 7 P.M. and 9:40 P.M. If

you wish to reserve a ticket, please use our online reservation service at [www.monterreymovie.com](http://www.monterreymovie.com). Thank you for calling the Monterrey Cinema Schedule hotline.

1. What type of movie is *Indigo Heart*?
2. Which movie features Deborah Legg?
3. According to the announcement, how can someone reserve a ticket?

**Questions 4–6** refer to the following announcement.

We are very lucky to have a special guest at today's meeting. Elvira Kaur is one of the top fashion designers in our London office. She joined us following her graduation from City College and she won the Herbert Award for young designers when she was just 19 years old. In two years, she went from being an apprentice to head of our design team and, in September, she became regional manager. We are sure that her imaginative creations will push sales for the coming year beyond our target which, as you all know, is our most ambitious yet. Elvira is here today to explain her designs for next year's Spring/Summer fashion collection. Here is Elvira Kaur.

4. What does Elvira Kaur do?
5. What happened to Ms. Kaur in September?
6. What is the topic of Ms. Kaur's talk?

**Questions 7–9** refer to the following announcement.

Today we will look at three new products for our spring catalog. The first is the "Kitchen Friend", a vegetable slicer and juice machine. It comes in six colors and performs a variety of common kitchen functions. We think this will be popular in most households. The next new product is the "Mini-Steamer". This device folds flat to fit in a suitcase but can steam out the toughest clothing wrinkles. We think it will be a hit in the business travel market. The final product we call the "Clam Case". This hard-shelled waterproof case comes in a variety of sizes to fit everything from portable music players to laptop computers. We think this will be especially popular with sports-minded, active college students. Take a moment to examine these samples and then we'll discuss possible marketing approaches for each.

7. Where is this announcement most likely taking place?
8. What comes in six colors?
9. What is stated about the Mini-Steamer?

**Questions 10–12** refer to the following advertisement.

Are you trying to increase your strength and improve your overall condition in the shortest amount of time? Then you must order the new *Iron-man Springblade*! This easy-to-assemble piece of exercise equipment can be adjusted quickly and easily and can be used to strengthen every part of your body – arms, back, stomach muscles, and legs. And if you order now, we will include a workout video free of charge to teach you how to make the most of the *Iron-man Springblade*. Call 555 3546 and get started on reaching your fitness goals.

10. What is being sold?
11. What is special about this product?
12. What are customers offered if they place an order now?



## Unit 22

### A Focus

#### 2 Test tactic

c

- (A) The motorbike is in front of the bicycle.  
(B) The woman is behind the car.  
(C) There is a fan next to the cyclist.  
(D) The cyclist is between the vehicles.
- (A) The computer is under the desk.  
(B) The commuter is at a disco.  
(C) The man is using the computer.  
(D) The keyboard is behind the computer.

#### 3 Tactic practice

- (A) They both have classes tonight.  
(B) The people are sitting beside each other.  
(C) The lamp is next to the table.  
(D) The people are raising their glasses.
- (A) The guitars are being played.  
(B) The guitars are on display.  
(C) The cars are in a row.  
(D) The cars are next to the wall.
- (A) The woman is looking at the outfit.  
(B) The woman is writing down her address.  
(C) The woman is getting dressed.  
(D) The woman is paying for some clothes.

#### Understanding natural English

He walks for hours.  
He works for hours.

The ship is in the water.  
The sheep is near the water.

The man tastes the food.  
The man tests the food.

### B Mini-test

- (A) He's talking to a cashier.  
(B) He's drawing a machine.  
(C) He's using a bank machine.  
(D) He's removing money from his wallet.
- (A) The girl is sitting on a stool.  
(B) The girl is opening the door.  
(C) The girl is shelving the books.  
(D) The girl is putting up a poster.

- (A) She's looking down at her work.  
(B) She's turning on a light.  
(C) She's painting a table.  
(D) She's writing on a paper.
- (A) They are leaving a restaurant.  
(B) They are making dinner.  
(C) They are looking at the document.  
(D) They are putting glasses on the table.
- (A) The waiters are filling the plates.  
(B) The chefs are decorating the cakes.  
(C) The room is deserted.  
(D) The diners are being seated.
- (A) He's leaving a building.  
(B) He's walking in the park.  
(C) He's sitting on a bench.  
(D) He's working at a desk.
- (A) He's standing on the drain.  
(B) He's climbing a ladder.  
(C) He's putting on his boots.  
(D) He's sweeping the street.
- (A) They're looking out the window.  
(B) They're waiting outside an office.  
(C) They're sitting at the table.  
(D) They're looking at the whiteboard.

## Unit 23

### A Focus

#### 2 Test tactic Follow up

- Can you show me how to fill out this card?  
(A) Sorry, my wife has the car today.  
(B) Yes, of course I showed it to him.  
(C) Sure, it's actually pretty simple.
- Do you need any help handing out those papers?  
(A) My paper wasn't delivered this morning.  
(B) No, I can manage fine, thanks.  
(C) I'm sorry, but I can't help you.

#### 3 Tactic practice

- Could you carry these books for me?  
(A) Yeah, OK. Where should I put them?  
(B) Sorry, I already booked it.  
(C) I don't think it's my book.
- Do you think we'll be able to get the contract?  
(A) I don't believe they have laid enough track.  
(B) I think the contract is fine.  
(C) Frankly, I doubt our chances.

3. How did you like the show?  
(A) Well, I can show you how after I finish this.  
(B) Terrific! It was really well done.  
(C) I saw it on Friday.
4. Can I get you anything for dessert, sir?  
(A) I think I'd like the apple pie.  
(B) No, it's far too hot in the desert.  
(C) Yes, please get it for me.
5. I think that reducing staff is the wrong idea.  
(A) Yes, a long way from here.  
(B) Let me introduce you.  
(C) It seems a good idea to me.

### Understanding natural English

Could you carry these books for me?  
Would you mind showing Kim the supply room?

### B Mini-test

1. Would it be OK if I borrowed this pen?  
(A) When did it happen?  
(B) Sure, go right ahead.  
(C) Wood, I think.
2. Can I offer you coffee or tea?  
(A) No, it wasn't.  
(B) I'll turn it off.  
(C) I'd like some tea, please.
3. Excuse me, where's the cafeteria?  
(A) Everyone says so.  
(B) Just past the lobby.  
(C) I'll get you one.
4. Why did he call you into the office?  
(A) To discuss plans for the summer.  
(B) I think so.  
(C) By telephone.
5. What is your opinion of the new policy?  
(A) I don't think it makes much sense.  
(B) I'm afraid not.  
(C) It's a beautiful place.
6. I've finished the review you asked for.  
(A) When will you be finished?  
(B) That was quick!  
(C) A view of the city.

7. Could I take next Monday off?  
(A) I'll give you mine.  
(B) Sure, we aren't that busy right now.  
(C) No, they couldn't do it.
8. Would you mind showing Kim the supply room?  
(A) There's plenty of room.  
(B) No, it must be yours.  
(C) I'd be glad to.
9. What do you think's wrong with the air conditioner?  
(A) That's not right.  
(B) I think it needs to be cleaned.  
(C) He's in great condition.
10. How can I get this chair fixed?  
(A) Call the maintenance staff.  
(B) Yes, I know.  
(C) All of them.
11. Can I borrow your calculator?  
(A) I can do it a bit later.  
(B) Sorry. Carlos has it.  
(C) Yes, I borrowed it.
12. Hand me over your screwdriver, will you?  
(A) Sure, here you are.  
(B) Yes. I'll drive.  
(C) I already handled it.

## Unit 24

### A Focus

#### 1 Language building

##### C

- M1** Hi Eric, could I ask you to draw up these contracts for me this afternoon? I have a meeting with the client this evening.
- M2** I'm afraid not, John. I'm leaving to catch a flight in about 30 minutes. Hawkins is sending me to visit the Chicago office. I only came in to get some papers.
- 1.** Why can't Eric do what the man asks?
- W** Do you need a lift to the train station? I'm going down to the market and it's not far out of my way.
- M** Thanks very much for the offer, Daphne, but I was planning to cycle down. I could certainly use the exercise.



2. How is the man planning on getting to the station?
- M** Could you clean and press these two shirts and repair a tear in this jacket? I have a meeting in the morning and really need them before 11 o'clock.
- W** Well, I'm sure we can have the shirts ready, but unfortunately we won't be able to get the jacket to you before tomorrow. All repairs have to be sent out of the hotel.
3. What does the woman say about the man's request?

## 2 Test tactic

### B

- 1.
- M1** Do you think I should get a new car? My old car seems to cost me more money in repairs each year.
- M2** I think that's not a bad idea. It might be cheaper in the long run to trade it in for a newer model.
- 2.
- W** What are you doing for your vacation this year, Dario?
- M** I really haven't decided yet, but I was thinking of cycling across Europe.
- 3.
- M1** I see you are applying for the sales clerk's job. Do you have any experience in sales?
- M2** Well, during college I worked as a part-time clerk in the school store and I also worked a summer as a sales assistant at a local clothing store.
- 4.
- M1** Mr. Green, I was wondering if it was OK if I took next Friday off.
- M2** Well, we have a lot of work to do this week, Bob. It would be better if you could wait until the week after next.

## 3 Tactic practice

**Questions 1-3** refer to the following conversation.

- M1** Hi, I'm looking to rent a place. I saw in your ad that you have some places available.
- M2** What kind of place were you looking for?
- M1** I was hoping for something with two bedrooms on the East Side, not too far from the beach.
- M2** I'm sorry, the last two-bedroom place on the East Side went about an hour ago. However, I have a nice three-bedroom apartment that you might be interested in. I could take you to see it this afternoon if you like.

1. What does the first man want to do?
2. What is the problem?
3. What does the second man offer to do?

**Questions 4-6** refer to the following conversation.

- M1** Hey, Bob, I don't suppose you could lend me some money, could you? I left my wallet at home and I don't have enough to get lunch.
- M2** I'm really sorry, Jim, but I only have a few dollars myself. Have you tried asking Darryl? He might be able to help you out.
- M1** Well, I suppose I could, but I don't really know him all that well. I'd feel a little awkward asking him for money. You couldn't ask for me, could you?
- M2** I don't think so. I'm sure he wouldn't mind if you asked him.
4. What is Jim's problem?
5. What does Bob do about the situation?
6. What does Bob finally decide?

## Understanding natural English

The meals were as good as I've had in many restaurants.

We'll notify you as soon as we locate your suitcase.

## B Mini-test

**Questions 1-3** refer to the following conversation.

- W** Jack, could I ask you a favor? Could you give me a ride to the airport tomorrow morning?
- M** Possibly. What time do you need to be there?
- W** My flight is at eleven so I should probably leave around 8:30.
- M** Oh, I'm sorry. I have an appointment with a client tomorrow morning at 9:00 so I'm afraid I won't be able to help you.
1. What does the woman ask the man to do?
2. At about what time does the woman need help?
3. What does the man plan to do tomorrow?

**Questions 4-6** refer to the following conversation.

- W** I've got a trip to New York coming up next month. I hear you flew with Prestige Air last time. Would you recommend that airline?
- M** I was a little disappointed. I heard the planes had wide, comfortable seats with extra room for your legs, but it wasn't the case.
- W** How about the food? Were the meals good?
- M** Yes, actually, they were as good as I've had in many restaurants.



4. What does the woman want?
5. What does the man say about his experience?
6. What did the man especially like?

**Questions 7–9** refer to the following conversation.

- W1** Can I help you?  
**W2** I'm having trouble with this vacuum cleaner. I'd like to return it.  
**W1** What seems to be wrong?  
**W2** It doesn't pick up much dust, and it makes a loud noise when it's operating.  
**W1** Please show me your sales receipt, and we should have no trouble refunding your money.
7. Where does this conversation most probably take place?
  8. What is the problem?
  9. What must the customer provide?

**Questions 10–12** refer to the following conversation.

- W** Hi, I just arrived on flight 245 from Copenhagen. I waited until all the luggage came out, but my suitcase wasn't there.  
**M** Hmm. I guess it might have been put on the wrong flight. There's a chance it won't arrive until tomorrow.  
**W** Tomorrow! But it has all my documents in it!  
**M** Well, I'm very sorry about this. Leave us a phone number where we can reach you, and the airline will notify you as soon as we locate your suitcase.
10. Where does the conversation probably take place?
  11. What is the woman's problem?
  12. What does the man suggest?

## Unit 25

### A Focus

#### 2 Test tactic

#### B

**Questions 1–3** refer to the following announcement.

If you are looking to create a good first impression without breaking the bank, then Seymour suits may have just what you're looking for. At Seymour, we pride ourselves on using not only the finest-quality material, but also on keeping prices affordable. You'll always know it's a Seymour suit by the patented breathable lining that gives you just the right amount of warmth in winter, but lets your skin breathe to keep you cool in those summer months. Whether it is formal, business or smart casual you are looking for, Seymour

has a suit to suit all occasions. And, as a special offer to celebrate our fiftieth anniversary, we are offering a 25 percent discount on all men's suits and shoes. Hurry now, while stocks last.

1. Why should customers choose Seymour suits?
2. How can customers tell if their suit is a genuine Seymour suit?
3. Why should customers hurry to buy the suits?

### 3 Tactic practice

**Questions 1–3** refer to the following announcement.

Your attention, please, ladies and gentlemen, this is a customer announcement. Would a Mr. G. Heinrich traveling to Berlin please come to the information counter to collect his boarding pass? Also, we would like to ask all passengers on flight 145 to Moscow, to please make their way to gate number 12, where this flight is now ready for boarding. For your safety, we would like to remind all passengers not to leave bags unattended, and to ask passengers to report any unattended packages to airport security as soon as possible. Once again, thank you for using Wellmore Airport.

1. Why should Mr. Heinrich go to the information counter?
2. Who is told to go to gate number 12?
3. Why should passengers going to Moscow hurry?

**Questions 4–6** refer to the following announcement.

Thank you for choosing LDM Hotels. For your convenience, we offer 24-hour room service, which can be accessed by dialing 1 from your room telephone. Vending machines are available on every other floor, providing refreshments as well as single-use toiletry and personal grooming products. If you wish to make an outside call, please dial 9 before entering the country or area code. Collect calls may be arranged by calling the operator. Dial 1 to be connected. For any other services, taxi appointments and inquiries, please call the concierge. Dial 2 for this service. Any laundry that requires cleaning can be taken to the housekeeper on the first floor.

4. How can guests purchase razors or toothbrushes?
5. How can outside calls be made?
6. Why might guests visit the housekeeper on the first floor?

### Understanding natural English

The train was delayed by half an hour.  
 They first charged only 10 cents a box.



## B Mini-test

**Questions 1–3** refer to the following announcement.

Welcome to the Weller Candy Museum. This tour will explain the ninety-six-year-old history of our company. We will begin in the original Weller house. I am sure you are familiar with “Candice”, the only fruit candy of its kind. Rebecca and Samuel Weller created it for their children right here in this kitchen. They wanted to make a dessert that was both sweet and healthy. The Wellers gave it as gifts to friends and family on special occasions, and soon special orders began to come in. They first charged only 10 cents a box. Now there are Weller stores throughout the world and a box costs 45 dollars. As you can see, prices have gone up a bit since then!

1. Who is probably making this announcement?
2. What is suggested about the candy?
3. What was the original price of a box of candy?

**Questions 4–6** refer to the following announcement.

Now for the weather forecast. Unfortunately, the warmer-than-average temperatures and clear skies that we’ve experienced the last few days will be ending. We will be getting back to temperatures typical for this time of year. In the north, we expect clouds and light snow with a high of about 33 degrees Fahrenheit. Moving south, we expect sunny weather to start with, but clouds and some snow will be moving in later in the afternoon. At night, temperatures will drop below freezing so please be careful on those slippery roads. Finally, the outlook for the weekend: cold with more light snow, and temperatures about the same, in the low 30s. That’s all from us tonight.

4. What change in the weather is expected in the north?
5. What temperature is predicted during the day?
6. Why should drivers be careful tonight?

**Questions 7–9** refer to the following announcement.

Ladies and gentlemen, the train now arriving at platform 8 is the delayed 12:35 rapid service to Boston. The train was delayed by half an hour, due to mechanical failure, and will now be leaving at 1:05. We would like to offer our sincerest apologies for any inconvenience this delay may cause. Unfortunately, we will be unable to restock the snack bar. We recommend that passengers purchase food and refreshments prior to boarding the train. Once again, our apologies for any inconvenience.

7. Where is the announcement probably being made?
8. Why was there a delay?
9. What does the speaker recommend?

**Questions 10–12** refer to the following announcement.

I’m sorry, but Ms. Patel won’t have time to answer any more questions due to the late start of the presentation, which was caused by technical problems. Now, our next speaker is someone that should be familiar to any of you who attended our conference here last year. Mr. Park Sun Lim is the head of Park-Lee industries, which is now the number two producer of semi-conductors in south-east Asia. He is here today to talk about recent developments in production technology that are revolutionizing his factory in Seoul.

10. Why was the first presentation delayed?
11. How might people know the next speaker?
12. What is the topic of the next presentation?

# Answer Key

## Unit 1

### Part 1: Photographs

#### A Focus

##### 1 Language building

	Nouns	Verbs
1.	screen keyboard	sit look type
2.	people briefcase	hold look discuss
3.	meal family	eat sit

##### Follow up

###### Possible answers

1.	glasses computer	work talk
2.	street diary	point write
3.	fork food window	chat smile

##### 2 Test tactic

###### Possible answers

1. The woman is telling the man what to type. They are in an Internet café.
2. The woman is writing in her diary. The men and the woman are in the street.
3. The family are sitting at the table. There is a lot of food on the table.

##### Follow up

###### Tapescript

**Picture 1** The man is focusing on the screen.

**Picture 2** The people are discussing something.

**Picture 3** The family's eating a meal.

##### 3 Tactic practice

###### Possible answers

**Picture 1** chair, desk, discuss, meeting, office, papers, sit  
The people are working in the office.  
The people are discussing a project.

**Picture 2** hair, barber, sit, white jacket, cut, shave, short blonde hair  
The barber is wearing a white jacket.  
The boy has short blonde hair.

**Picture 3** luggage, check-in, line, ground staff, wait  
The passengers are waiting to check in.  
There is a long line at the check-in counter.

**Picture 4** bench, man, newspaper, park, sit, sunny, read  
The man is sitting on a bench in the park.  
The man is reading in the park.

###### Tapescript

**Picture 1** They are having a meeting.

**Picture 2** The boy is getting his hair cut.

**Picture 3** The people are waiting in line.

**Picture 4** The man is reading a newspaper.

##### Understanding natural English

The people are discussing something.  
The family's at the table.

##### B Mini-test

1. (C) Correct. *They are carrying a tree.*  
(A) The dog is not *running*.  
(B) They are not *picking up* anything from the ground.  
(D) They are not *going outside*, they are already outside.
2. (D) Correct. *The man is pouring a drink.*  
(A) The man is not *making a copy*.  
(B) The man is not *folding a sail*.  
(C) The man is not *drinking from a cup*.
3. (A) Correct. *She is looking at a flower.*  
(B) She is not *buying some vegetables*.  
(C) She is not *sitting on the floor*. She is standing.  
(D) She is not *picking up a flower pot*.



4. (B) Correct. He is *repairing* a lawnmower.  
 (A) There are *bushes*, but he isn't *standing*.  
 (C) He is not *cutting down a branch*.  
 (D) He is not *fixing his car*, he's *fixing a lawnmower*.
5. (B) Correct. *The man is gazing out the window*.  
 (A) The man is looking out of a large glass window. He is not *washing the glass*.  
 (C) There is not a *railing*.  
 (D) He is not *hanging a picture*.
6. (D) Correct. *They're sitting in a restaurant*.  
 (A) They are in a restaurant, not *waiting for the phone booth*.  
 (B) There is not any food *on the table*.  
 (C) They are not *putting on aprons*.
7. (A) Correct. There are *a lot of tools in the workshop*.  
 (B) The man is not *sitting in the shop*.  
 (C) There are *a lot of things on the shelves*.  
 (D) The man is not *opening the door*.
8. (B) Correct. *The man is trying to get a taxi*.  
 (A) The man is not *waving his briefcase*.  
 (C) He is not *walking*, he is *standing*.  
 (D) Confuses *signing* and *signalling*.

### C Learn by doing

#### Possible answers

**Picture 1** Two men are sitting at a table with documents in front of them.  
 One man is telling the other man something.  
 The man taking notes has to prepare a presentation.

**Picture 2** They are looking at the computer.  
 One woman is pointing at the screen.  
 She is saying something important.

**Picture 3** [examples given on page]

**Picture 4** Two men are looking at something.  
 One man is sitting down.  
 They are thinking about a problem.

### D Further study

#### Student's own answers

## Unit 2

### Part 2: Question-Response

#### A Focus

##### 1 Language building

1. b, f
2. a, d
3. c, e

##### Follow up

#### Possible answers

1. Nothing special. I'll probably catch up on some housework.  
I usually visit my mother on the weekend.
2. Johnson and Smith are preparing a presentation.  
The meeting has been postponed until next month.
3. I caught the limousine bus.  
I drove and left my car with an airport-parking company.

##### 2 Test tactic

#### Key words

1. How? come class  
**Possible answers:** I walk, by bus, my friend drives me, on the train
2. What? get last birthday  
**Possible answers:** a new watch, some gift vouchers, the latest Mariah Carey album
3. Why? improve TOEIC score  
**Possible answers:** to get into university, for my job, it's a personal challenge

#### Distractors

2. Why did you buy a new car?
3. How are they going to ship the documents?
1. C, A
2. B, B
3. C, B

## Follow up

### Possible answers

1. He moved away from the area.
2. My new company doesn't provide a company car.
3. They are sending them by courier.

### 3 Tactic practice

1. Key words: What? arrangements, tomorrow  
Correct. (C) *we'll* indicates the future; *meet* and *ten* refer to the arrangements.
2. Key words: Who? taking, minutes (in a meeting)  
Correct. (A) *Steve* answers the question *who?*, *do it* refers to the task of taking minutes.
3. Key words: Why? say, late  
Correct. (B) *alarm didn't go off* explains the reason *why* he got up late.
4. Key words: How? findings, received  
Correct. (A) *positively* explains *how*, and it also collocates with *received*.
5. Key words: What? company, ship, parcel  
Correct. (C) *Freightstar* is the name of a shipping company.
6. Key words: How? change, computer password  
Correct. (B) *support staff* are the people who would help with a computer problem.

### Understanding natural English

Why did you leave your last company?

What did you get for your last birthday?

### B Mini-test

1. (C) Correct. *Around midnight*  
(A) Answers a *where*, not a *when* question.  
(B) Relates to the subject of time, but does not make a logical response to the question.
2. (B) Correct. *I'll probably go to Miami again.*  
(A) Does not make a logical response to the question.  
(C) Does not answer a *what* question.
3. (B) Correct. *Yes, but not until 10:30.*  
(A) Does not make a logical response to the question.  
(C) Does not make a logical response to the question.
4. (C) Correct. *Very well, thanks!*  
(A) Does not make a logical response to the question.  
(B) Uses the same word *did* in the question and response but does not make a logical response.
5. (B) Correct. *I haven't decided yet.*  
(A) Answers a *who with*, not a *where* question.  
(C) Answers a *when* question, not a *where* question.
6. (C) Correct. *He's been working overtime.*  
(A) Does not answer a *why* question.  
(B) Uses the same word *tired* in the question and response but does not make a logical response.
7. (A) Correct. *Yes, just one.*  
(B) Does not make a logical response to the question.  
(C) Confuses the similar sounds *message* and *massage*.
8. (B) Correct. *I wanted more responsibility.*  
(A) Related subject but does not answer the question.  
(C) Does not answer a *why* question.
9. (A) Correct. *Yes, it's in Jane's office.*  
(B) Uses the same word *know* in the question and response but does not make a logical response.  
(C) Uses words with the same sound, *know* and *no*.
10. (C) Correct. *Very good Italian food.*  
(A) Related subject but does not answer the question.  
(B) Does not make a logical response to the question.
11. (A) Correct. *Yes, she seems very nice.*  
(B) Does not make a logical response to the question.  
(C) Does not make a logical response to the question.
12. (B) Correct. *A lot more than they said at first.*  
(A) Does not answer the question *how much?*  
(C) Does not make a logical response to the question.



## C Learn by doing

- (1) What date are you / will you be arriving? / When are you / will you be arriving?
- (2) What time is your plane landing / scheduled to land? / What time is the flight arriving?
- (3) What's the main purpose of your visit?
- (4) What is the main problem / issue to discuss in the meeting? What will we discuss?
- (5) Who else do you want to invite to the meeting?

## D Further study

### Student's own answers

# Unit 3

## Part 3: Conversations

### A Focus

#### 1 Language building

1. d
2. c
3. a
4. b

#### Follow up

5. g
6. f
7. e

#### 2 Test tactic

##### A

2. What does the man tell her?  
(A) It doesn't run on batteries.  
(B) The label is incorrect.  
(C) The adapter isn't included.  
(D) She should buy another model.
3. What does the man offer to do?  
(A) Order the item  
(B) Check the box label  
(C) Give her a new model  
(D) Include the adapter

#### Possible answers

The conversation takes place in a shop.  
The woman is the customer – she is unhappy with the product that she has bought.  
The sales assistant is finding a way to resolve her complaint / problem.

## B

### Listening answers

1. (C) *Have a missing part replaced.*
2. (C) *The adapter isn't included.*
3. (A) *Order the item.*

### 3 Tactic practice

#### Questions 1-3

Two work colleagues are speaking. They could be talking about air conditioning.

### Listening answers

1. (D) *A visit to a branch office.*
2. (B) *Bill cannot do the job.*
3. (C) *Asking someone else to do the job.*

#### Questions 4-6

Two work colleagues are speaking. They are discussing a new training program.

### Listening answers

4. (B) *It is an improvement on their previous one.*
5. (D) *Comments from the participants.*
6. (C) *The training was too theoretical.*

### Understanding natural English

Do you think you could visit the Taylorville branch?  
Do you think you could send these packages?

## B Mini-test

1. (B) Correct. *Send some packages* – The man asks her to *send some packages*.  
(A) He does not ask her to *visit* some customers.  
(C) The man has to *attend a meeting* himself.  
(D) The man gives the woman a document with customer addresses and presumably names.
2. (D) Correct. He is *late for a meeting*.  
(A) The *post office* is not mentioned.  
(B) He does not say anything about a *present*.  
(C) He does not need to know *the woman's address*. He gives her a document with the customers' addresses.
3. (A) Correct. *A list of addresses* – The woman asks where to *send* the packages.  
(B) She does not ask about the *time* of delivery.  
(C) She does not ask about the *location* of a *meeting*.  
(D) The woman does not mention a *map*.

4. (A) Correct. *To share a ride* – The woman needs a *lift*.  
 (B) The woman wants to go to the central office, not *shopping*.  
 (C) She wants a *lift* in Eric's car, not to *borrow* his car.  
 (D) She does not want to *look at new cars*.
5. (B) Correct. *Her car is broken*. Her car is being repaired *in the shop*.  
 (A) She does not want to take *the bus*.  
 (C) She is not *late for work*. She is arranging a lift for the next day.  
 (D) Nothing in the conversation indicates that she *does not know the area well*.
6. (D) Correct. *Drive the woman to the central office*.  
 (A) He is driving to central office of the company they both work for. The woman works in a different office if she refers to this as central office.  
 (B) The woman says she does not want to take the *bus*.  
 (C) The woman says her car is in the shop, so it is probably being repaired.
7. (B) Correct. *Move her vehicle*.  
 (A) Uses the word *theater*, but in a different context.  
 (C) He does not mention locking her car. She is driving a van, not a car.  
 (D) He wants the woman to park in a different area outside the *building*, not *enter another building*.
8. (D) Correct. *The location of available parking*. The woman says *Could you suggest a place to park?*  
 (A) Uses the word *park* in a different context.  
 (B) She does not *request assistance in reading a sign*.  
 (C) She does not request *information about a theater*.
9. (C) Correct. *It was hidden by a tree*.  
 (A) The man gives directions to *go around the corner*.  
 (B) The sign had not *fallen over*.  
 (D) The *emergency exit* is behind the van, not the *sign*.
10. (A) Correct. *It needs a new battery*.  
 (B) There is no mention that *the glass is broken*.  
 (C) The watch needs a new battery, so probably doesn't go at all.  
 (D) There is no mention of the cost of repair.
11. (B) Correct. *A strap must be ordered*.  
 (A) There is no problem with the battery since they can *replace the battery*.  
 (C) The conversation does not mention *new watches*.  
 (D) The strap must be ordered in. The watch does not need to be *sent out of town*.
12. (D) Correct. *On Thursday* – *To replace the strap will take until Thursday*.  
 (A) *Monday* is not mentioned.  
 (B) The man wanted to pick it up *on Tuesday*.  
 (C) The man is *going out of town on Wednesday*.

### C Learn by doing

- A
- A: Would you mind  
 B: Sure  
 B: I'll do it  
 C: Do you think I could  
 D: Sure, no problem  
 C: Would that be alright  
 D: Any time will be fine

### B Possible answers

1. A: Would you mind making some copies for me?  
 B: Certainly. When do you need them by?  
 A: I need them for a meeting which starts in an hour.  
 B: OK. I'll do them straight away.
2. A: Do you think I could borrow your calculator? I left mine at home.  
 B: Sure, no problem. When do you want to borrow it?  
 A: Would it be alright to use it this afternoon?  
 B: Yeah, of course. I'm not using it right now.
3. A: I need someone to help me move these boxes. Are you free by any chance?  
 B: Sorry, I'm afraid I can't help now. I'm really busy. Maybe Bob could give you a hand.  
 A: OK, I'll ask him.
4. A: Do you by any chance drive past Main Drive on your way home?  
 B: Yes, I usually drive back that way.  
 A: I was wondering if I could get a ride with you. My car is at the shop.  
 B: Well, normally that would be fine, but I'm afraid I'm going to the cinema after work today, so I will be going to the other side of town. Sorry.  
 A: Oh, don't worry. I can take the bus. It's no problem.



## D Further study

### Student's own answers

## Unit 4

### Part 4: Talks

#### A Focus

##### 1 Language building

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

##### 2 Test tactic

###### A

2. What is the problem?  
(A) A ticket counter has closed.  
(B) Some construction work has been canceled.  
(C) A bus service has been interrupted.  
(D) Passengers have been refused a refund.
3. What may people wishing to go to Darby do?  
(A) Go directly to Darby by bus  
(B) Cross the Evanston Bridge  
(C) Take the 3:55 bus  
(D) Take a bus to another station and then a train

Situation C. *An announcement about a change in transportation services.*

###### B

1. (C) *At a bus station* – The announcement is being addressed to *passengers waiting for the 3:55 bus to Darby*.  
(A) *Train station* is mentioned, but as part of the announcement. A shuttle bus to the train station will be provided, and therefore the announcement is not being made at a train station.  
(B) Nothing is mentioned about an *airport*.  
(D) *Complimentary tea and coffee will be served*, but this is not a coffee shop.

2. (C) *Correct. A bus service has been interrupted – Due to road work, the service to Darby has been canceled.*  
(A) A *ticket counter* is mentioned, but it has not closed. Passengers who no longer wish to make the journey can *get a refund at the ticket counter*.  
(B) Road work on the *Evanston Bridge* has meant the service to Darby has been canceled, so the *construction work has not been canceled*.  
(D) Passengers can *get a refund* if they no longer wish to make the journey.
3. (D) *Correct. Take a bus to another station and then a train.* The announcement says *we are arranging a shuttle bus to take you as far as Dalesville train station where you may continue your journey by rail*.  
(A) They cannot *go directly to Darby by bus* as this service has been canceled.  
(B) Road work on *Evanston Bridge* has caused the cancellation.  
(C) *The 3:55 bus to Darby* has been canceled.

##### 3 Tactic practice

###### Questions 1–3

###### Predict the context

Information about Arabella

1. (C) *To make Arabella sound attractive to visitors* – The talk explains that *it is a perfect spot for a tropical getaway*.  
(A) *History* is mentioned, but it is not the main purpose of the announcement.  
(B) *Ways to get to Arabella* are not mentioned.  
(D) The *dance and music festival* is mentioned, but it is not the main purpose of the announcement.
2. (D) *Correct. A trading center.*  
(A) It now hosts a major cultural event, the *Caribbean dance and music festival*, but it was not originally a cultural center.  
(B) It now hosts a major sailing event, but it was not originally a *center for sailing events*.  
(C) It is now a *resort island*, but it was not originally.
3. (A) *Correct. In mid-October.*  
It is not held at the times mentioned in (B), (C) or (D).

###### Questions 4–6

###### Predict the context

A meeting to discuss how a team will meet a new deadline.

4. (A) *To announce a schedule change.* – The announcement explains that the project *has been changed*.  
 (B) The purpose of the announcement is not to *move the deadline*, since it has already been moved.  
 (C) The speaker does not mention discussing the image files.  
 (D) *To answer any questions* is not the main purpose of the announcement.
5. (C) *In five days* – The announcement explains that *we now have only five days left to get everything prepared*.  
 (A) *Tomorrow* is mentioned, but not as the finish date.  
 (B) *By Thursday* is mentioned, but not as the finish date.  
 (D) The project has to be finished *in five days*, not *in a week*.
6. (A) *Finalize the image files*.  
 (B) Jack and Cate are asked to *check for typos*, not Beth and Howard.  
 (C) At the end the speaker asks if there are *any questions*, but this is not connected with Beth and Howard.  
 (D) The speaker asks for other volunteers to *write the address labels*.

### Understanding natural English

We apologize *for any* inconvenience.  
 Check the documents *for any* typos.

### B Mini-test

1. (B) Correct. *At a company board meeting* – The speaker talks about *our EL series*, suggesting that he is talking to colleagues or people in the business.  
 (A) The speaker is addressing colleagues, not *college students*.  
 (C) Although the announcement is about the *computers* that the company produces, it does not take place at a *conference*.  
 (D) There is nothing to suggest this presentation takes place *in a department store*.
2. (A) Correct. *To summarize sales volumes*  
 (B) *Areas for research* are not mentioned.  
 (C) The announcement talks about *products*, but it is not *advertising a product*.  
 (D) The announcement does not *outline a business plan*.
3. (A) Correct. *It has become less popular* – it showed a *reduction in overall sales of roughly 9%*.  
 (B) There is nothing to suggest it has risen in price.  
 (C) *The economy desktop model, the EL301* is popular with *college students*, not the *EL401*.  
 (D) There is nothing to suggest it is *exceptionally reliable*.
4. (A) Correct. *To keep city streets clean*  
 (B) *Reducing waste collection costs* is not mentioned.  
 (C) *Making materials safe to handle* is not mentioned.  
 (D) *Avoiding attracting hungry animals* is not mentioned.
5. (C) Correct. *Thursday* – The announcement explains that grass and leaves are picked up on *Thursdays*.  
 (A) *Residential waste*, not *grass and leaves*, is picked up on *Tuesdays*.  
 (B) *Wednesday* is not mentioned.  
 (D) *Residential waste*, not *grass and leaves*, is picked up on *Fridays*.
6. (B) Correct. *By 7:30*  
 (A) *7:00* is not mentioned.  
 (C) *The collection service begins at 8:00*.  
 (D) *8:30* is not mentioned.
7. (D) Correct. *An insurance company representative* – The speaker says *At Auto and Marine Insurance, we ...*  
 (A) The announcement relates to vehicles, but not to selling them.  
 (B) A *police officer* could give these sort of safety tips, but he or she would not work for an *insurance company*.  
 (C) Weather conditions are mentioned but the announcement is not made by a *weather reporter*.
8. (A) Correct. *Adjust their driving to road conditions*  
 (B) *Listening to the weather report* is not mentioned.  
 (C) *Planning the shortest route possible* is not mentioned. Drivers are advised to *know their route*.  
 (D) *Pulling into the side of the road* is not mentioned.



9. (B) Correct. *When safety tips are unclear*  
 (A) *Blocked roads* are not mentioned.  
 (C) Drivers are advised to make sure their *vehicle is properly maintained*, but they are not *invited to contact an Auto and Marine agent* about this.  
 (D) Drivers are advised to turn off their mobile phone, not to *contact an Auto and Marine agent when a mobile phone is not working*.
10. (C) Correct. *To explain the cause of a computer system failure* – The announcement explains that *our computer network went down yesterday*.  
 (A) The announcement does not mention *improvements*.  
 (B) The announcement does not apologize for *incorrect information*.  
 (D) It does not describe how to send company e-mail.
11. (B) Correct. *The opening of an infected file* – The announcement explains that a *virus* entered the system through an email attachment.  
 (A) *The installation of computer games* is not mentioned.  
 (C) *Failure to install company software* is not mentioned.  
 (D) *Sharing passwords* is not mentioned in the announcement.
12. (B) Correct. *Open attachments only from familiar senders*  
 (A) *Keeping a record of all passwords* is not mentioned.  
 (C) It says *this new virus was able to bypass security* but it does not mention *installing a better security system*.  
 (D) *Purchasing new computers* is not mentioned.

### C Learn by doing

#### A

1. c
2. a
3. d
4. b

### Follow up

#### Possible answers

May I have your attention please? I would just like to tell everyone that the room for the sales meeting has been changed. The meeting will be held in room 401, I repeat 401. It starts at the same time of 3:15.

I'd just like to let you all know that we are collecting money for Shelley's wedding gift. If you would like to contribute, please give your donations to Sam or Helen by Friday. If you have any ideas for a suitable gift, suggestions will be very welcome.

I am sorry to remind you that Tom is leaving, and as this is his last day, we will be having a farewell party for him after work. The party will be held at the Nightshift Café. If you don't know how to get there, you can get a map from Jim.

### D Further study

#### Student's own answers

## Unit 5

### Part 5: Incomplete Sentences

#### A Focus

##### 1 Language building

#### A

1. adjective  
*beautiful, weird, wonderful*
2. adverb  
*very, really, quite*
3. verb (simple past tense)  
*wrote, spoke*
4. noun  
*disappointment, anger, frustration*
5. noun  
*accounting, cutting*
6. adjective  
*boring, mediocre, convincing*

**B**

- (B) *colorful* is an adjective
- (C) *considerable* is an adjective
- (D) *wrote* is a simple past tense
- (D) *disappointment* is a noun
- (B) *favorable* is an adjective
- (C) *interesting* is an adjective

**2 Test tactic**

- (B) *suggest* is followed by the subjunctive, *increase*
- (D) *place* is a verb that collocates with *an outside call*
- (C) *by* forms a prepositional verb with *come*, meaning *to pass by, to call in*
- (B) *payment* is a noun
- (A) *In case of* is a conjunction which can be followed by a noun
- (A) *disappointed* is an adjective

**3 Tactic practice****A**

- verb in the passive  
*thought, believed, said*
- adverb  
*mistakenly, wrongly*
- adjective  
*required, necessary*
- noun  
*charities, care homes*

**B**

- (B) *known* is a past participle form and therefore can complete the passive verb phrase
- (D) *mistakenly* is an adverb which fits with *charged*
- (D) *required* is an adjective
- (D) *needy* is a collective noun

**B Mini-test**

- (A) Correct. *careless*  
(B) *uncaring* refers to behavior towards people, not *credit*.  
(C) *carelessly* is an adverb, an adjective is needed here.  
(D) *uncared* does not make a logical construction here.
- (B) Correct. *influence*  
(A) *influential* is an adjective, a verb is needed here.  
(C) *influentially* is an adverb and does not make a logical construction here.  
(D) *influencing* is a gerund, whereas *trying to* needs to be followed by an infinitive.
- (C) Correct. *advised*  
(A) *advice* is a noun, but a verb is needed here.  
(B) *advisory* is an adjective.  
(D) *advising* is present continuous, active voice. A past participle is needed here.
- (D) Correct. *to tell*  
(A) (C) are incorrect verb forms; *refuse* is followed by *to* + infinitive.  
(B) *told* is the past simple.
- (D) Correct. *manufactured*  
(A) is a verb in the infinitive form, whereas a past participle to complete the passive verb clause is needed here.  
(B) is the present simple.  
(C) is the present continuous.
- (A) Correct. *incident*  
(B) is the wrong noun here.  
(C) is an adverb and must qualify a verb.  
(D) is an adjective and cannot be used before the verb *to be* without a noun.
- (A) Correct. *represent*. *Selected* is followed by the *to* form of the infinitive.  
(B) *representing* is a gerund not an infinitive.  
(C) *representative* is an adjective and a noun.  
(D) *representational* is an adjective; the infinitive is needed.
- (B) Correct. *Roughly* is an adverb, which is needed here.  
(A) *rough* is an adjective.  
(C) *rougher* is a comparative adjective.  
(D) *roughest* is a superlative adjective.



9. (B) Correct. *predictable*  
 (A) *predict* is a verb, but an adjective is needed here.  
 (C) *predicting* is the gerund, but an adjective is needed here.  
 (D) *predictability* is a noun, but an adjective is needed here.
10. (C) Correct. *Impressive*. An adjective is needed before the noun here.  
 (A) *impression* is a noun.  
 (B) *impressively* is an adverb.  
 (D) *impressing* is the gerund not an adjective.
11. (B) Correct. *convinced*  
 (A) *convince* is a verb, but an adjective is needed here.  
 (C) *conviction* is a noun, but an adjective is needed here.  
 (D) *convincing* is used as an attributive adjective, whereas the adjective required expresses a feeling.
12. (A) Correct. *select*  
 (B) is a gerund, and is not the correct verb form to complete the future tense.  
 (C) *to select* is the infinitive and not the correct verb form.  
 (D) is a noun; the verb *select* is needed.

### C Vocabulary practice

#### A

1. (adj)
2. (adv)
3. (n)
4. (v)
5. (adv)
6. (adj)
7. (adj)
8. (v)
9. (n)
10. (v)

#### B

efficiently (adv)  
 intently (adv)  
 improve (v)  
 suggest (v)  
 courier (n)  
 influential (adj)  
 optimistic (adj)  
 donations (n)  
 convince (v)  
 significant (adj)

#### C

1. influential
2. efficiently
3. donations
4. convince
5. intently
6. optimistic
7. significant
8. improve
9. courier
10. suggest

## Unit 6

### Part 6: Text Completion

#### A Focus

##### 1 Language building

Present tense verb forms

1. play
2. are (still) sitting
3. is signing
4. works

Past tense verb forms

5. were standing
6. was working
7. dropped
8. didn't go

##### 2 Test tactic

#### A

1. present *when they enter*
2. past *Before ... in 1903*
3. past *Before ... in 1903*
4. past *before receiving*
5. past *It wasn't until years later that*
6. present *still*
7. present *currently*

#### B

1. learn
2. worked
3. lived
4. studied
5. made
6. believe
7. is building

**C**

- (C) Correct. *carefully*  
(A) It would not make sense for them to move *rapidly* as the text says the trails are *icy and dangerous*.  
(B) does not fit the context.  
(D) *perilously* means *dangerously* and does not fit the context.
- (C) Correct. *during*  
(A) This contradicts the second sentence.  
(B) *while* would need to be followed by a verbal phrase so is grammatically incorrect.  
(D) This contradicts the second sentence. The reports were not distributed *until* the end of the presentation.
- (B) Correct. The final sentence talks about the budget, so we can infer that the *price* is the main reason the deal was not signed.  
(A), (C) and (D) do not fit the context as well as (B) because of the reference to *budget*.
- (D) Correct. The conjunction *however* makes the necessary contrast with the previous sentence.  
(A), (B) and (C) do not mark a contrast.

**3 Tactic practice**

- (B) Correct. *received* is a simple past tense verb and describes an action in the past.  
(A), (C) and (D) are incorrect tenses.
- (A) Correct. *noted* is the past participle and is the most appropriate word in this context.  
(B) *informed* would need to be followed by *you about*.  
(C) *talked* would need to be followed by *to you about* but would not be appropriate because the design specifications were most likely put in writing.  
(D) *spoken* would need to be followed by *about* but would not be appropriate because the design specifications were most likely put in writing.
- (C) Correct. *will affect* is a future tense verb; by *Tuesday* in the previous sentence indicates the need for a future tense.  
(A), (B) and (D) are incorrect tenses.

**B Mini-test**

- (C) Correct. *informed*  
(A) and (D), these verbs cannot be used in the passive form like this with *we* as the subject.  
(B) *reported* could be used if the sentence was in the active voice i.e. *One of our clients has reported a possible shipping problem* or if the subject of the passive construction was *a possible shipping problem* i.e. *A possible shipping problem has been reported*.
- (A) Correct. *failed*  
(B), (C) and (D) are not the correct tense, a past simple is required.
- (A) Correct. *delayed*  
(B), (C) and (D) are not logical in the context.
- (B) Correct. *writing*  
(A), (C) and (D) do not follow the auxiliary *am*.
- (D) Correct. *leave*  
(A) The simple past tense, *left*, does not match the future tense indicated by *we are planning to*.  
(B) *leaving* is incomplete without an auxiliary verb.  
(C) *had left* refers to the past, so is not logical here.
- (A) Correct. *therefore*  
(B), (C) and (D) do not indicate a logical consequence.
- (B) Correct. *arrived*  
(A), (C) and (D) are not simple past tense forms required here, as indicated by the time phrase *this morning*, and the simple past tense form *opened*.
- (A) Correct. *each*  
(B), (C) and (D) do not match the use of a singular verb form *is*, and singular countable noun *table*.
- (C) Correct. *send*  
(A) the *to* infinitive does not make logical sense.  
(B) and (D) are not infinitive forms which are required to follow *could*.
- (A) Correct. *left*  
(B), (C) and (D) are incorrect because a past simple tense is required.
- (B) Correct. *were cleaning*. The past continuous tense is required to describe the background action.  
(A) the auxiliary *were* is missing.  
(C) and (D) are incorrect as the past continuous is required.



12. (A) Correct. *in*  
(B), (C) and (D) are incorrect as the collocation is *in stock*.

### C Grammar practice

1. 1 wrote 2 makes 3 are working  
2. 1 put 2 open 3 pressed 4 was coming  
5 delayed  
3. 1 is now working 2 managed  
3 has just arrived 4 will need / needs / will be needing

## Unit 7

### Part 7: Reading Comprehension

#### A Focus

##### 1 Test tactic

1. Type: Main idea question  
Order: 3  
2. Type: Inference question  
Order: 3  
3. Type: Specific information (positive)  
Order: 1  
4. Type: Specific information (positive)  
Order: 1  
5. Type: Specific information (negative)  
Order: 4  
6. Type: Vocabulary questions  
Order: 2

##### 2 Test tactic

#### A

1. At what time does the club open?  
3. What is the price of the guitar?  
5. Where did the man buy his bicycle?  
6. How long should the man wait for a reply?

#### B

##### Key words

1. When is the latest that notice can be given in order to get the maximum refund?  
(A) Five days before the first lesson  
(B) After the first lesson but before the second  
(C) Before the second class but after the first  
(D) Just after the second lesson

The answer is in paragraph 2, sentence 2: *If the request is received 5 business days prior to the first class...*

Answer choice (A) is correct.

##### Key words

2. What must people who want a refund on a fitness program do?  
(A) Give their instructor notice that they cannot attend  
(B) Provide a medical reason for the request  
(C) Give back their gym and pool passes  
(D) Give notice prior to the mid-point of the program

The answer is in paragraph 3, sentence 2: *Refunds for sports and fitness programs will NOT be processed until ALL gym and pool passes have been returned.*

Answer choice (C) is correct.

##### 3 Tactic practice

1. (A) *Alberto Romero*  
The letter begins with the salutation *Dear Mr. Romero*, therefore he is the person the letter is intended for.  
2. (D) *Sales*  
The first line of the letter includes the information: *your application to join our International sales team*.  
3. (C) *In Eastern Europe*  
The letter includes a reference to *position of Eastern European sales representative*.

#### B Mini-test

1. (B) Correct. *A major corporation* – The first line of the advertisement specifies *Personal and small Business*, and a major corporation is not a small business.  
(A) *Invitations and wedding* are mentioned in the advertisement.  
(C) *Local real estate agent* implies a small business.  
(D) *A restaurant* also implies a small business and the company prints menus.

2. (B) Correct. *Double the number of invitations* – The advertisement lists one of the *Special offers* as *2 for 1 business cards or invitations for orders over \$100*.
- (A) You need to spend over \$250 to receive a 10% discount.
- (C) You need to order sets of letterhead to get a discount on envelopes.
- (D) You can get 1 set of business cards free, not 2 sets.
3. (D) Correct. *No bonus will be given for large letterhead orders* – The letterhead offer for *discounted envelopes with 10 sets of letterhead* is a *special offer for June*, and therefore will no longer apply on *July 1*.
- (A) The advertisement states *new opening times*, but does not mention that they will change on *July 1*.
- (B) Nothing is mentioned about *fax orders* changing.
- (C) The discount voucher is valid *during the coming year*.
4. (C) Correct. *People who wish to borrow books*
- (A) The notice invites Groveland residents to become *members of the public library* system, so it is not intended for people who are already members.
- (B) People should *give staff at the applications desk* a completed form.
- (D) Not *all residents of Groveland* will be interested in becoming members of the library system.
5. (D) Correct. *You will not be able to change your PIN number*. – The notice states that if you want to change your PIN number you should *specify a different number on the application form*, and implies that it cannot be changed after submitting the form.
- (A) The notice states that *you will receive a library barcode enabling you to place reservations*, so this is possible.
- (B) The notice states *You can collect your card at your nominated branch library*, so this is possible.
- (C) *the barcode number* enables you to access *online databases*, which we can infer will give information about book availability, and therefore *checking book availability online* is possible.
6. (C) Correct. The notice refers to people *under the age of 18* and states that they *require a parent or guardian's signature on a permission letter*.
- (A) The notice states that the permission letter should be brought into the library *when you are collecting your card*, so an adult doesn't need to collect the card.
- (B) The notice states *under the age of 18*, not *until the age of 18*.
- (D) A *parent or guardian* must sign the form, not the children.
7. (C) Correct. *People who want to pay by computer* – The notice states that *you can now pay your bill online ...*
- (A) It states *do not use this Web site if your payment is ... related to sewer certification*.
- (B) If you pay online a *two dollar (\$2.00) or two percent (2%) processing fee* is added.
- (D) The notice states *If you do not know your account number, please call 555-8375*.
8. (C) Correct. *By checking the corner of their bill*
- (A) This is the number to call to *stop termination of water service*.
- (B) Customers *click submit* on the *Web site* once they have entered their account number.
- (D) This is not mentioned.
9. (D) Correct. *Follow the instructions given* – The notice states *If you recently received a notice about unpaid sewer charges, please follow the payment instructions on the notice*.
- (A) You can *mail payments to the Division of Water*, but it does not state you should call them.
- (B) You pay a processing fee if you pay online, not if your payment is overdue.
- (C) *General inquiries should be addressed to the Information Section*.
10. (B) Correct. *Students who will soon graduate from university*. The titles of the talks indicate that the audience will be university students who are about to start their first jobs.
- (A), (C) and (D) are not mentioned.
11. (D) Correct. *He has given some money to the university*.
- (A) Ms. Murret suggests they would like Mr. Van Buren to speak at future conferences but there is no indication that he has spoken at the university before.
- (B) Mr. Van Buren is Chairman of Alliance Department Stores, not a teacher of economics.
- (C) This is not mentioned.



12. (C) Correct. In this context, *rest* means remainder, that is the other members of the faculty.
- (A) *relaxation* has a similar meaning to rest but is not appropriate in this context.
- (B) *gathering* means a meeting of people and is not appropriate in this context.
- (D) *excess* means more than is necessary and is not appropriate in this context.

## C Reading in action

### A

1. Bad weather conditions have caused delays to some shipping contracts, and therefore the company can expect claims from customers due to late delivery.
2. The company won't pay any extra cost to customers because they are not responsible for costs resulting from bad weather.
3. For customers who need quick delivery, they can offer a 50% discount on air freight costs.
4. A 15% discount on their next order.

### B

1. SD1278
2. late penalties (costs resulting from failure to meet delivery schedules)
3. bad weather
4. shipping contract
5. San Francisco
6. 50% discount on air freight costs
7. 15% discount

## D Further study

### Student's own answers

## Unit 8

### Part 1: Photographs

#### A Focus

##### 1 Language building

###### A

###### Possible answers

**Picture 1** They are all reading.  
The students are sitting down in the library.  
Nobody is standing up.  
They are revising before an exam.

**Picture 2** The overpass runs over the highway.  
There's a sign above the highway.  
There are lots of cars on the highway.  
A guardrail divides the two carriageways (sides) of the highway.

###### B

The students are sitting around the table. (Picture 1)  
A guardrail divides the highway. (Picture 2)  
They are preparing for an examination. (Picture 1)  
The overpass casts a shadow on the road. (Picture 2)

##### Follow up

###### Possible answers

**Picture 1** The students aren't chatting.

**Picture 2** There are no traffic jams today.

##### 2 Test tactic

###### A

- (B) Correct. *There are some cups on the table.*  
(A) The men are *sitting*, not *standing*.  
(C) The woman is *looking at the newspaper*, she is not *collecting the cups*.
- (A) Correct. *The woman is talking on the phone.*  
(B) The baby is near the keyboard, but is not *typing* on it.  
(C) The woman is *holding* the baby, but she is not *feeding* the baby.

###### B

###### Possible answers

**Picture 1** The woman is talking on the phone.  
The woman is reading the newspaper.

**Picture 2** The woman is looking at her schedule book.  
The woman is checking something on her computer.

###### C

**Picture 1** (A) is walking: Wrong  
(B) is folding: Wrong  
(C) is standing: Correct  
(D) is making: Wrong

**Picture 2** (A) is picking up: Wrong  
(B) is sitting on: Correct  
(C) is working on the computer: Wrong  
(D) is sitting at: Wrong

##### 3 Tactic practice

###### a)

###### Possible answers

**Picture 1** The woman is *paying* for something.  
The woman is *buying* some candy.  
The woman is *giving* the shop assistant some money.

**Picture 2** The workers are *sitting* at their computers.  
They are *looking* at a lot of monitors on the wall above them.

**Picture 3** They are *having* a picnic.  
They are *sitting* on the grass, next to a tent.

###### b)

**Picture 1** (D) Correct. *A woman is being served.*

**Picture 2** (B) Correct. *The monitors are covering the wall.*

**Picture 3** (A) Correct. *Some people are sitting on a rug.*

##### Understanding natural English

*She's* folding the newspaper.

The *man's* riding his horse by the sea.

##### B Mini-test

- (A) Correct. *They're walking with a horse.*  
(B) The man is leading the horse, not *riding* it.  
(C) The woman is walking near the horse, not *brushing the horse down*.  
(D) The horse is being led; it is not *running free*.



2. (B) Correct. *They're dressed for cold weather.*  
 (A) There are no sleds in the picture.  
 (C) They are standing on a flat piece of ground, they are not *skiing downhill*.  
 (D) There is no *snowman* in the picture.
3. (C) Correct. *Skyscrapers tower over the harbor.*  
 (A) The ferry is moving through the water, and therefore is not *under repair*.  
 (B) There is a clear sky, and it is not *raining*.  
 (D) There aren't any *sailors* visible in the picture.
4. (A) Correct. *They are looking at the screen.*  
 (B) We cannot see what is on the screen, so we do not know if *they are watching the trainer*.  
 (C) They are *by the window*, but they are sitting down, not *standing*.  
 (D) They are on a train, not *at their desks*.
5. (A) Correct. *They're having a conversation.*  
 (B) One man is wearing a jacket, the other isn't, but they are not *hanging their jackets on a hook*.  
 (C) They are standing, not *driving along a road*.  
 (D) They are standing, not *sitting*.
6. (D) Correct. *The girl is having a music lesson.*  
 (A) They are not *standing by the piano*, they are sitting at it.  
 (B) The woman is playing the piano, not *singing a song*.  
 (C) The girl is not *playing outside*; she is inside.
7. (A) Correct. *The bridge crosses the road.*  
 (B) All the cars are moving, they are not *stopped at a traffic light*.  
 (C) There are five *lanes* of traffic.  
 (D) This is a city, but there are no *people* in the picture.
8. (D) Correct. She is looking into a microscope and *working in a laboratory*.  
 (A) She is not *putting on a white coat*, she is already wearing one.  
 (B) She is not *talking into a microphone*, she is looking into a microscope.  
 (C) She is not *carrying the equipment*, she is using equipment.

### C Learn by doing

Student's own answers

### D Further study

Student's own answers

## Unit 9

### Part 2: Question-Response

#### A Focus

##### 1 Language building

- a. 3, 8  
 b. 1, 6  
 c. 4, 7  
 d. 2, 5

##### Follow up

1. I don't think she did. (b)  
 2. Of course I can. (c)  
 3. He didn't say. (a)  
 4. Not at all. (d)

##### 2 Test tactic

2. (B) Correct. (*report – reported, handed – handy*.)  
 3. (B) Correct. (*venue – new, rearrange – arrange*.)  
 4. (A) Correct. (*back – back, called – call*.)

##### Follow up

1. (C) Correct. *No, it's the one after this one.*  
 (A) *Yes, it'll last for two hours.*  
 Wrong. – same word  
 (B) *Yes, it's a new top.*  
 Wrong. – similar sound
2. (A) Correct. *I sent an e-mail instead.*  
 (B) *Yes, it's an old custom.*  
 Wrong. – similar sound  
 (C) *No, it wasn't black.*  
 Wrong. – similar sound
3. (B) Correct. *Only in the afternoon.*  
 (A) *No, I only walk on Mondays.*  
 Wrong. – similar sound  
 (C) *Yes, he's working in the morning.*  
 Wrong. – same word
4. (C) Correct. *I've written them in my notebook.*  
 (A) *Yes, it was very detailed.*  
 Wrong. – similar sound  
 (B) *No, he's not a member.*  
 Wrong. – similar sound
5. (A) Correct. *Yes, but I couldn't understand them.*  
 (B) *Yes, I noticed him too.*  
 Wrong. – similar sound  
 (C) *Yes, I went through there yesterday.*  
 Wrong. – same word

### 3 Tactic practice

- (C) Yes, but I'm not very good.
- (A) Not really, I prefer music.
- (B) I saw it yesterday.
- (A) That's right. This is my first day.
- (C) Sure. What is it?
- (B) Sorry, I forgot.

### Understanding natural English

I'm going to go after work.

Are you going to wait for Mark?

### B Mini-test

- (A) Correct. No, go ahead.  
(B) Does not make a logical response. The subject *it* does not match the question.  
(C) Does not make a logical response.
- (B) Correct. I think she's upstairs.  
(A) Confuses similar sounding words *know* and *no*.  
(C) Does not make a logical response to the question.
- (A) Correct. Yes, that's fine.  
(B) Does not make a logical response to the question.  
(C) Does not make a logical response to the question.
- (C) Correct. Angie checked for me.  
(A) Confuses similar sounding words *dress* and *address*.  
(B) Does not make a logical response to the question.
- (B) Correct. No, mine is in the office.  
(A) Confuses similar sounding words *brief* and *briefcase*.  
(C) Confuses similar sounding words *case* and *briefcase*.
- (A) Correct. He said to meet him there.  
(B) Confuses similar sounding words *wait* and *waiter*.  
(C) Confuses the similar sounding words *weigh* *it* and *wait*.
- (C) Correct. I'd like to speak to the manager.  
(A) "Yes you can" would be possible, but not Yes, it is.  
(B) Does not make a logical response to the question.

- (A) Correct. No, I'm going to go after work.  
(B) Confuses similar sounding words *bank* yet and *banquet*.  
(C) Does not make a logical response.
- (B) Correct. No, I haven't received it yet.  
(A) Confuses *latest* and *late*.  
(C) Does not make a logical response. *Meet* is used when we see people, not a *report*.
- (B) Correct. Yes, I'm sorry.  
(A) Uses the same word *here* in the question and response.  
(C) Uses the same word *sitting* in the question and response.
- (B) Correct. Actually, it's next week.  
(A) The response is in the past tense, but the question is about future plans.  
(C) Although you *take a holiday*, this does not make a logical response.
- (C) Correct. He said he missed the bus.  
(A) Uses the same word *late* in the question and response.  
(B) Uses the same word *ask* in the question and response.

### C Learn by doing

- A Is  
B No, it's
- A isn't it  
B was
- A doesn't he  
B He does
- A Could you  
B Of course
- A doesn't it  
B Actually
- A Was  
B I think so

### D Further study

#### Student's own answers



# Unit 10

## Part 3: Conversations

### A Focus

#### 1 Test tactic

##### A

- (B) He doesn't get along with Mr Stubbs.
- (C) He had to go to Anaheim.
- (D) He was in New York.

##### B

1. (C) Correct. *He had to go to Anaheim.*

##### C

2. What was the meeting about?
- (A) A recent disagreement with employees was discussed.
  - (B) A proposed trip to the East Coast
  - (C) Natural resources in the area
  - (D) Changes in the number of workers

2. (D) Correct. *Changes in the number of workers.*

3. What happened during the meeting?

- (A) An increase in the number of bargain sales was reported.
- (B) A disagreement between staff members took place.
- (C) An increase in sales figures was discussed.
- (D) A winning number was drawn.

3. (B) Correct. *There was a disagreement between staff members.*

##### D

1. What is the first woman looking for?

- (A) The stove
- (B) The coffee maker [Distractor: *next to the coffee maker*]
- (C) The CD player
- (D) The kitchen [Distractor: *I saw it in the kitchen.*]

2. What is the woman's problem?

- (A) She has received a parking ticket. [Distractor: *ticket*]
- (B) She wants to sell her tickets. [Distractor: *I can sell you some*]
- (C) The show is sold out.
- (D) The performance is canceled.

3. What is the woman complaining about?

- (A) She dislikes filing documents. [Distractor: *Who filed these documents?*]
- (B) She was given directions to the wrong place. [Distractor: *They are in the wrong place*]
- (C) Her work is always the same. [Distractor: *He has made the same mistake*]
- (D) A coworker was careless.

#### Follow up

- 1. (C) Correct. *The CD player*
- 2. (C) Correct. *The show is sold out.*
- 3. (D) Correct. *A coworker was careless*

#### 2 Test tactic

##### A

1. What is the man planning to do?

- (A) Work in Chicago [Woman]
- (B) Get a new job [Man]
- (C) Move away from his family [Man]
- (D) Move closer to his father [Woman]

##### B

1. (B) Correct. *To get a new job*

##### C

2. What does the woman want?

- (A) A red sweater [Woman]
- (B) A discount [Man]
- (C) Free shipping [Man]
- (D) A green sweater [Woman]

2. (A) Correct. *A red sweater*

#### 3 Tactic practice

##### Questions 1-3

A man and a woman, probably friends, are talking about the woman's job, which she is unhappy about. It may be a new job and she explains why she thinks she got it.

##### Listening answers

- 1. (C) *She does not like her new boss.*
- 2. (D) *Talking with her coworkers*
- 3. (C) *Her company has high employee turnover.*

##### Questions 4-6

A woman is complaining about a coffee machine. A shop assistant offers a solution to her problem.

## Listening answers

4. (A) *A refund*
5. (D) *The unit does not make enough coffee.*
6. (B) *She can choose a different model.*

## Understanding natural English

*It'll* take a couple of years.

*That'll get* us there in five minutes.

## B Mini-test

1. (C) Correct. *Six years* – since he finished college six years ago.  
(A) *One year* is not mentioned.  
(B) Nothing in the conversations relates to two years.  
(D) *Six* not seven years.
2. (A) Correct. *To continue his education* – He explains that he plans to *study for a masters course*.  
(B) Uses the same word *business*, but in a different context.  
(C) Nothing in the conversation relates to *city*.  
(D) The man explains that he *definitely plans to stay with the same company*, and therefore will not change careers.
3. (B) Correct. He plans to continue working there – He says he *definitely plans on staying with the company*.  
(A) He doesn't mention how much he has learnt.  
(C) He wants to work for them, but he doesn't mention *a different city*.  
(D) He wants to do *a masters in business management*, but he doesn't say he wants to become a manager in the company.
4. (B) Correct. *An auto repair shop* – The man has a problem with his car.  
(A) *A bus stop* is not mentioned.  
(C) The woman suggests calling a taxi, but they are not at a *taxi stand*.  
(D) Nothing in the conversation refers to a parking garage.
5. (D) Correct. *The time to fix the problem* – He says he's in a hurry and asks *Do you think you can finish any sooner?*  
(A) He doesn't say if he is going *home*.  
(B) There is no mention of *traffic on the road*.  
(C) There is no mention of *the cost of transportation*.
6. (B) Correct. *Using a taxi* – she says *We'll be happy to call a taxi for you, if you don't have time to wait*.  
(A) She does not suggest *going to another shop*.  
(C) She says they should *know what is wrong with it in about an hour*, but does not suggest *waiting a few hours*.  
(D) She does not suggest *buying a new car*.
7. (D) Correct. *Taxi driver*  
The man is not  
(A) *a police officer*,  
(B) *an auto mechanic*, or  
(C) *a bus driver*.
8. (A) Correct. *The woman is in a hurry*. She says she has a *meeting in 15 minutes*.  
(B) There is no indication that the woman is *lost*.  
(C) There is no indication she is *going the wrong way*.  
(D) The baseball *game* is the cause of the bad traffic. The woman doesn't want to go to the game.
9. (D) Correct. *Take a special route*. He says he knows a *short route*.  
(A) There is heavy traffic because of the baseball game, but he does not mention *buying baseball tickets*.  
(B) He says the traffic round the stadium is bad, so he is unlikely to drive to it.  
(C) It is the woman not the driver who will *attend a meeting*.
10. (C) Correct. *Training for an event* – the brother of one of the speakers *has been training for a 42 kilometer race*.  
(A) They are talking about *training for a sports event* rather than *watching sports*.  
(B) They are talking about running distances, *not driving long distances* in a vehicle.  
(D) The speakers are talking about the man's brother, not about *meeting relatives*.
11. (B) Correct. *June*.  
It will not take place  
(A) *in May*,  
(C) *in July* or  
(D) *in August*.
12. (D) Correct. *He eats healthy food* – The man says his brother *watches his diet carefully*.  
(A) He does not say he *visits often*.  
(B) He does not say he *lives a long way from his office*.  
(C) *Runs* is used in a different context. He says *he runs about 10 kilometers every other day*.



## C Learn by doing

Student's own answers

## D Further study

Student's own answers

# Unit 11

## Part 4: Talks

### A Focus

#### 1 Language building

##### A

1. topic
2. about
3. addressing
4. being described

##### B

1. (A) A financial report
2. (B) It is doing badly.
3. (C) Shopping
4. (B) A printer

#### 2 Test tactic

##### A

1. Who will probably be interested in this advertisement?  
(A) Students  
(B) Retired people  
(C) Businessmen  
(D) Young families

2. What is offered free of charge?  
(A) A tour  
(B) A meal  
(C) A room  
(D) A flight

1. (B) Retired people  
Key words from the passage: seniors, aged over 60

2. (B) A meal  
Key words from the passage: complimentary breakfasts

##### B

1. (C) Correct. Shareholders
2. (A) Correct. It has become twice as big.
3. (B) Correct. There were good and bad results.

## 3 Tactic practice

### Questions 1-3

- a Key words  
house, living room, do next
- b Overview/main idea questions  
What does the speaker say about the house?

### Listening answers

1. (A) It is old but well maintained. – The announcement explains that the house is in remarkably good condition considering the age.  
(B) It was built in the 1940s, not 40 years ago.  
(C) The kitchen was totally renovated six months ago.  
(D) A master bedroom is mentioned, but the number of bedrooms is not specified.
2. (D) It is has a lot of space. – The announcement says that the living room has plenty of room.  
(A) The living room is bright and cheerful, not dark.  
(B) There is a bay window, but a lamp is not mentioned.  
(C) The kitchen, not the living room, was renovated six months ago.
3. (B) Take the visitors to the second floor – The announcement explains that they will go upstairs in a minute.  
(A) The guide has already taken them to the kitchen.  
(C) Nothing is mentioned about leaving the house.  
(D) Nothing is mentioned about the price.

### Questions 4-6

- a Key words  
announcement, minimum age, head instructor
- b Overview/main idea question  
What is the aim of this announcement?

### Listening answers

4. (B) Correct. To advertise a club – The announcement gives information about what the club offers.  
(A) Daniel Kanemoto is mentioned, but is not the aim of the announcement.  
(C) Boast is used but in a different context.  
(D) To improve fitness is one of the aims of the club, but not the main aim of the announcement.

5. (B) Correct. 6 – The announcement explains that they take members *from 6 to 66*.  
 (A) *Two regional champions* are mentioned, but this does not refer to the minimum age.  
 (C) *For the last ten years* is mentioned, but does not refer to the minimum age.  
 (D) 66 is the *maximum* age, not the *minimum* age.
6. (C) Correct. *He won a title twice*. – Daniel Kanemoto is a *former two-time national champion*.  
 (A) 66 is mentioned, but does not refer to Daniel Kanemoto's age.  
 (B) Daniel Kanemoto is a head instructor, and therefore unlikely to be a *junior champion*.  
 (D) *Basic self-defense* refers to classes on offer at the club, not Daniel Kanemoto.

### Understanding natural English

As you can see, it is in remarkably good condition.  
 You can store your entire photo collection safely.

### B Mini-test

1. (B) Correct. *Yesterday* – The speaker says *the strong winds we experienced yesterday*.  
 (A) *Last week* is not mentioned.  
 (C) *Last night* is not mentioned.  
 (D) *Today* there are *no winds*.
2. (A) Correct. *Temperatures will drop*.  
 (B) There will be *heavy rain at the weekend*, but none is forecast for tomorrow.  
 (C) There were *strong winds yesterday*, they are not forecast for tomorrow.  
 (D) *Snow* is not mentioned.
3. (B) Correct. *By going to a Web site. Visit us at our Web site localweather.org*.  
 (A), (C) and (D) are not mentioned.
4. (B) Correct. *To introduce a new training session*.  
 (A) As customer service representatives, the trainees will *address customers' problems*.  
 (C) *Company benefits* are not mentioned.  
 (D) *A new product* is not mentioned.
5. (C) Correct. *New employees* – The speaker is *welcoming people who will become customer service representatives*.  
 (A) The speaker says *today is your first day on the job*, so they have got a job; they are not *job seekers*.  
 (B) *Customers* are mentioned in the talk, but they are not being addressed.  
 (D) The person speaking is *the head of department*. He is speaking to new employees not *department heads*.
6. (C) Correct. *Customer service* – He is *head of the customer service department*.  
 He does not work in  
 (A) *Human resources*,  
 (B) *Sales* or  
 (D) *Marketing*.
7. (B) Correct. *An all-in-one printer* – It is described as a *printer* with various features, including scanner, copier, fax machine and cordless phone.  
 (A) A *cordless telephone* is mentioned as a feature of the product.  
 (C) A *laptop computer* is not mentioned.  
 (D) A *digital camera* is not mentioned.
8. (C) Correct. *The capacity to print photos from memory*  
 (A) It allows you to print color photos, but the *quality of the photos* is not mentioned.  
 (B) The *operating speed* is not mentioned.  
 (D) *Ease of operation* is not mentioned.
9. (B) Correct. *Saturday*  
 The sale will not end on  
 (A) *Friday*,  
 (C) *Sunday* or  
 (D) *Monday*.
10. (C) Correct. *Maintaining the building* – The speaker describes Chuck Adams as the *maintenance worker* and says he has kept their *offices in good condition*.  
 (A) *Repairing computers*,  
 (B) *ordering supplies* and  
 (D) *delivering the mail* are not mentioned.
11. (C) Correct. *At the end of the month*  
 (A) *At the end of this week* is not mentioned.  
 (B) He is not leaving *at the end of next week*.  
 The speaker *will be collecting money over the next week*.  
 (D) *At the end of the year* is not mentioned.
12. (A) Correct. *To ask for donations for a gift* – The speaker asks co-workers to *contribute* to get a *retirement gift*.  
 (B) It is not to *present an award*.  
 (C) The worker is an old member of staff who has been there for 25 years.  
 (D) *A new office procedure* is not mentioned.



## C Learn by doing

### Activity file 11a

#### Business news report

1. What did FHL Electronics announce?  
Its sales figures for the last financial year.
2. What caused the closure of the factories?  
The decrease in orders.
3. What did the president say about labor costs in Asia?  
Labor costs in Asia are increasing.
4. What did the president promise?  
... that next year would be a much better one.
5. What is the best newspaper headline for this report?  
FHL Announces Record Losses

### Activity file 11b

#### Local news report

1. What will open next week?  
The new Milltown Theater will officially open on Tuesday.
2. What is the first performance?  
A modern version of *Romeo and Juliet*.
3. What will Tom Mason do?  
He will play the lead role.
4. What happened one month ago?  
Tickets went on sale and sold out almost immediately.
5. What is the best newspaper headline for this report?  
Milltown Theater Opens Tuesday

## D Further study

### Student's own answers

## Unit 12

### Part 5: Incomplete Sentences

#### A Focus

##### 1 Language building

2. contemplated
3. avoid
4. can't help
5. risks

#### Follow up

#### Student's own answers

7. hesitate
8. threatened
9. prepared
10. reserved

#### Follow up

#### Student's own answers

### 2 Test tactic

#### A

1. set up
2. fill out
3. back up
4. go over
5. phase out
6. fall behind
7. look into
8. keep on
9. put off
10. think it over

#### B

1. (C) fell behind
2. (A) set up
3. (A) put off
4. (B) look into
5. (C) fill out
6. (B) fell through
7. (A) phased out
8. (B) fill in for

### 3 Tactic practice

1. (B) *to drive – decide* is followed by *to + infinitive*.
2. (A) *to take – offer* is followed by *to + infinitive*.
3. (C) *accepting – consider* is followed by a gerund.
4. (B) *look for* fits the meaning of the sentence.
5. (B) *counting* – completes the phrasal verb and fits the meaning of the sentence.
6. (D) *to speak – ask* is followed by *to + infinitive*.

## B Mini-test

- (B) Correct. *to arrive*  
(A) *arrival* is a noun but a verb is needed here.  
(C) *arrive* is an infinitive, but *expect* requires *to + infinitive*.  
(D) *arriving* is a gerund, but *to + infinitive* is needed here.
- (B) Correct. *among*  
(A) *along*, (C) *after* and (D) *around* do not fit the meaning of the sentence.
- (D) Correct. *playing*. *Enjoy* is followed by a gerund.
- (A) Correct. *waiting*  
(B), (C) and (D) are incorrect verb forms; *regret* is followed by a gerund.
- (A) Correct. *brought*  
(B) *raised up* means lifted and does not fit the context. *Raised without up* would be correct.  
(C) and (D) do not fit the context of the sentence.
- (D) Correct. *working* – a present participle is needed here.  
(A) *work*, (B) *worked* and (C) *to work* are not correct as a present participle is needed.
- (C) Correct. *being*  
(A) and (B) are infinitive forms, but an *-ing* form is required after *enjoy*.  
(D) *had been asked* is a past passive, but an *-ing* form is required.
- (C) Correct. *would have liked*  
(A) *likes to* expresses a habit, and does not make a logical construction here.  
(B) *would like* does not match the past tense used in the second clause of the sentence.  
(D) *had liked* does not make a logical construction here.
- (B) Correct. *putting off*  
(A) *putting out*, (C) *filling out* and (D) *filling in for* do not fit the context.
- (A) Correct. *stem from*  
(B), (C) and (D) do not make a logical construction here.
- (D) Correct. *Most*  
(A) *Almost* requires a determiner when used with a noun; for example, *Almost all of the...*  
(B) and (C) do not make a logical construction here.
- (D) Correct. *over*  
(A), (B) and (C) are normally followed by an indirect object denoting a person, and do not make a logical construction here.

## C Vocabulary practice

### A

- for
- care of
- back on
- over
- into / for / forward to

### B

#### Student's own answers

## Unit 13

### Part 6: Text Completion

#### A Focus

##### 1 Language Building

- comfortable (adj)
- serious (adj)
- attentively (adv)
- consistently (adv)
- wonderful (adj)
- specifically (adv)

##### Follow up

#### Possible answers

-able (-ible): reliable, capable, possible, compatible  
-ous: nervous, adventurous, porous  
-ive: expansive, expensive, preventative  
-ent (-ant): different, efficient, significant, important,  
-ful: careful, forgetful, sorrowful  
-ic: economic, historic, metric  
-ly: hardly, friendly, quickly, carefully

##### 2 Test Tactic

### A

- best
- most advanced
- big, larger
- most important
- faster
- more informative

### B

#### Student's own answers



### 3 Tactic practice

- (B) Correct. *amazing* is an adjective, describing *climb*, which is a noun in this context.  
(A) *amazement* is a noun, and does not make a logical construction here.  
(C) *amazingly* is an adverb, and does not make a logical construction here.  
(D) *amazed* is a past participle, and does not make a logical construction here.
- (C) Correct. *briefly* – This is an adverb and describes the verb *lingered*.  
(A) *highly* is an intensifying adverb, used before an adjective.  
(B) and (D) do not collocate with the verb *linger*.
- (C) Correct. *greatest* – the superlative form is needed here.  
(A) is the adjective.  
(B) is the comparative form.  
(D) is the adverb.
- (B) Correct. *any* completes the set phrase *in any case*.  
(A), (C) and (D) do not collocate in this context.
- (C) Correct. *enthusiastic* – An adjective is required here.  
(A) *enthusiasm* is a noun.  
(B) *enthusiast* is a noun.  
(D) *enthusiastically* is an adverb.
- (B) Correct. *quickly* – An adverb to describe the verb *move* is needed here.  
(A) *quick* is an adjective.  
(C) *quicker* is a comparative adjective.  
(D) *quickness* is a noun.
- (D) Correct. *similar*  
(A) *modern* does not fit the context.  
(B) *expensive* does not fit the context.  
(C) The writer is worried that they will not look *innovative* because the two *product lines* will look the same.

### B Mini-test

- (A) Correct. *early*  
(B), (C) and (D) do not fit the context, which refers to a period of time in the past.
- (C) Correct. *carefully*  
(A) is a noun and (B) and (D) are adjectives, but an adverb is needed here.
- (D) Correct. *catalog*  
(A) *costs* does not fit the context of the sentence.  
(B) does not collocate with *films*.  
(C) *movie* is another word for *film*.
- (C) Correct. *strongest*. A superlative is needed in the construction *we have ever built*.  
(A), (B) are adjectives, but not the superlative form.  
(D) is an adverb.
- (A) Correct. *within* collocates with *the community*.  
(B), (C) and (D) are not the correct collocations in this context.
- (A) Correct. *impressive*  
(B), (C) and (D) do not make a logical connection with the next sentence.
- (D) Correct. *will be*  
(A), (B) and (C) are incorrect because a future tense is required.
- (C) *more* forms the comparative here, in the construction *more + adjective + than* and following *even* for emphasis.  
(A), (B) and (D) are incorrect as they are not comparatives.

### C Grammar practice

#### Adjectives and Adverbs

##### A

- c *consistently* (adverb)
- f *convenient* (adjective)
- b *precise* (adjective)
- d *proudly* (adverb)
- e *innovative* (adjective)
- a *specifically* (adverb)

##### B

#### Student's own answers

#### Comparative and Superlative forms

##### A

- more expensive
- tallest
- big
- highest
- more famous
- heavier

##### B

#### Student's own answers

# Unit 14

## Part 7: Reading Comprehension

### A Focus

#### 1 Test tactic

A

Student's own answer

B

(B) *signify*

C

(C) *handle*

#### 2 Test tactic

A

(B) The way to obtain refunds for unattended courses

(C) Details of payments for summer courses

(D) Common reasons for withdrawal from college courses

B

Answer choice (B) is correct.

C

B	C	D	A
Things that are insured and things that aren't covered ...	Profile of a famous doctor ...	Upcoming courses, services or events ...	Profiles of famous ex-students ...

#### 3 Tactic practice

- (B) Correct. *To confirm launch dates for a product line*  
(A) *A phone call last week* is mentioned, not a *meeting*.  
(C) The letter gives information about marketing; it does not request this information.  
(D) This is not mentioned.

- (D) Correct. *It relates to skin care.*  
The information in Paragraph 2 relating to the product does not mention answer choices (A), (B) and (C). Answer choice (D) can be selected by elimination, and is confirmed in Paragraph 3 which mentions, *New Health line and other facial and body moisturizing products ...*
- (A) Correct. *expected*

### B Mini-test

- (C) Correct. *To reinforce waste disposal guidelines*  
(A), (B) and (D) are mentioned, but the information given is not the main purpose of the memo.
- (A) Correct. The memo complains that garbage was found in *black plastic bags* and reminds them to use *new transparent garbage bags*.  
(B), (C) and (D) are not referred to as something staff have failed to do.
- (A) Correct. *To announce the opening of a new gym* – The second sentence explains that *we are pleased to announce that a new gym is set to open...*  
(B) and (D) are mentioned, but the information given is not the main purpose of the advertisement.  
(C) is not mentioned.
- (C) Correct. *A free locker*. The advertisement states they get a *complimentary locker*. They also get a *10% discount*.  
(A), (B) and (D) are mentioned, but not specifically in relation to *joining before the end of the year*.
- (B) Correct. *Joining will be more expensive after the new year*. – members can get a 10% discount if they sign before *December 31*.  
(A) 9–6 refers only to Saturday and Sunday, not *all week*.  
(C) *Family packages* are mentioned, and so it can be inferred that children *are able to use the gym*.  
(D) *the pool* is not located at the Main Street branch and is therefore is *not convenient for swimmers*.



6. (C) Correct. *Some construction is underway. Remodeling* is mentioned.  
 (A) The hotel is keen to ensure guests are *provided with professionalism*.  
 (B) An *exercise room* is mentioned, but it is not described as *too small*.  
 (D) There is nothing to suggest that *guests are being overbilled*.
7. (A) Correct. *A discount on their stay. The hotel is offering guests 10% off their bill*.  
 (B) and (D) will be offered in the future once the remodeling has been completed.  
 (C) This is not mentioned.
8. (B) Correct. *Include*
9. (A) Correct. *They have good views of the area*.  
 (B) They have *antique furnishings* not *ultra-modern furniture*.  
 (C) They have *all the amenities of the suites*.  
 (D) This is not mentioned.
10. (C) Correct. *Management – The job responsibilities state responsible for managing external contracts and relationships*. Other requirements mentioned in the advertisement are consistent with a management position.  
 (A) Applicants should send their applications to the Human Relations Manager, and personnel management is mentioned in the advertisement, but the job is not in *Human resources*.  
 (B) The job is with an architectural company but architectural work is not mentioned in the advertisement.  
 (D) The applicant, Jennifer Dankert, mentions marketing experience in her letter, but marketing is not mentioned in the advertisement.
11. (A) Correct. *Effect* – In this context, *impact* means the result or effect that one thing has on something else.  
 (B) *collision* can have a similar meaning to *impact* and usually refers to a situation in which two people or objects crash into each other, or when two ideas or opinions are in conflict, but it is not appropriate in this context.  
 (C) *force* sometimes means the strong effect or influence of something, but it is not appropriate in this context.  
 (D) *problem* refers to a thing that is difficult to deal with or understand, and does not fit this sentence.
12. (C) Correct. She does not mention *knowledge*

- of computer software* in her letter.  
 (A) She says that she has experience *ensuring that new product lines were within budget targets*.  
 (B) She says that she planned *sales events and promotional campaigns*.  
 (D) She says that she was responsible for overseeing a team of *six marketing and promotions staff*, that is she has supervised other people's work.

## C Reading in action

### Role play

- One year
- Repair the watch or replace it with the same or a similar model.
- If the watch is not from an authorized shop; if repairs are not done by Seimex; if the watch is broken by an accident or used for purposes not specified in the manual.
- Report to a local Seimex dealer.

### Task

To whom it may concern,

I am writing to complain about a Seimex Accuron watch I purchased a *month ago* in your shop. I was quite happy with it until yesterday, after a swim, *I realized the watch wasn't working* and *I noticed there was some water inside the face*.

During the time I have owned it, it hasn't been *bumped or dropped* and since it is clearly labeled as water-resistant there is obviously a *problem with the watch*.

Since it is still under warranty I would like to *know how soon it can be repaired or replaced*.

I look forward to hearing from you soon.

Yours sincerely,

## D Further study

### Student's own answers

# Unit 15

## Part 1: Photographs

### A Focus

#### 1 Language building

##### A

##### Possible answers

**Picture 1** The baker is putting bread in the oven.  
The baker is baking bread.  
The baker is standing in front of the oven.

**Picture 2** The man is wearing a suit.  
The man is reading a newspaper.  
The man is sitting in a train.

##### B

1. The man is reading a newspaper. (Picture 2)
2. The baker is making bread. (Picture 1)
3. The baker is standing in front of the oven. (Picture 1)
4. The man is wearing a suit. (Picture 2)

#### Follow up

##### Student's own answers

#### 2 Test tactic

##### A

1. The woman is carrying the baby. (touching)
2. The shopping cart is empty. (almost full)
3. The man is carrying a drill. (using)
4. The man is holding some gloves. (wearing)

##### B

##### Possible answers

**Picture 1** The traveler is reading a book.  
The man is wearing hiking boots.

**Picture 2** The man is mending the boy's bicycle.  
The boy is helping his grandfather.

##### C

1. (C) Correct. *The hiker is wearing sunglasses.*  
(A) The man is looking at a book, not a backpack.  
(B) The man is sitting near the wall, not standing.  
(D) The man is not sitting on his bag.
2. (D) Correct. *They are fixing the boy's bicycle.*  
(A) The boy is not riding the bicycle.  
(B) The man is not taking off the wheel.  
(C) No people are standing near the trees.

#### 3 Tactic practice

1. (D) Correct. *The seaside is popular today.*  
(A) The umbrellas are for taking shelter from the sun, not the rain.  
(B) The beach is crowded.  
(C) The day is very sunny, not cloudy.
2. (B) Correct. *The chef is standing by the grill.*  
(A) The chickens are being cooked, they are not in the yard.  
(C) The food is being cooked and so is not ready to serve.  
(D) We can only see the kitchen, so we do not know if the restaurant is very busy.
3. (C) Correct. *Logs are stacked in the yard.*  
(A) We can see cut wood, not a forest.  
(B) There is a fire truck, but it is not near a station.  
(D) There are pieces of wood, but not wooden figurines.

#### Understanding natural English

A forest grows in the valley.  
The man is standing near a wall.

#### B Mini-test

1. (A) Correct. *The woman is waiting for service.*  
(B) The jacket is on the counter not in a box.  
(C) The woman is not paying the cleaning bill.  
(D) *The clothes* are not hanging in the window, they are hanging in the shop.
2. (C) Correct. *He is focused on his work.*  
(A) The man is not clearing his desk. It is covered in paper.  
(B) He is holding a pen and some paper, but he is not writing.  
(D) There is a computer behind the man, but he is not working at it.



3. (B) Correct. *The hikers are looking at the view.*  
 (A) The *backpacks* are on their backs.  
 (C) There are no *stairs*. The cliff is *very steep*.  
 (D) We can see the sea, but there are no boats.
4. (D) Correct. *The man is painting a picture.*  
 (A) The man is in the *studio*, he is not *leaving* it.  
 (B) The man is using a paintbrush. He is not *putting away some brushes*.  
 (C) The man is wearing a *jacket*, but he is not *brushing* it.
5. (B) Correct. *They're checking some information.*  
 (A) There is nothing in the picture to indicate that this is a shop.  
 (C) They are looking at screens, but they are not *watching television*.  
 (D) They do not appear to be *talking to each other*.
6. (B) Correct. *The man is standing at the board.*  
 (A) The man is not *writing a letter*.  
 (C) A *whiteboard* is in the picture, but the man is not *cleaning* it.  
 (D) The man is *holding a marker*, and therefore is not *looking for one*.

### C Learn by doing

Student's own answers

### D Further study

Student's own answers

## Unit 16

### Part 2: Question-Response

#### A Focus

#### 1 Language building

##### A

#### 1 Where/Directions

- b It's **at** Eastern State University, **on** the 3rd floor.  
 d **Down** the hall, **turn left** and it's just **across** from the cafeteria.  
 g **To** Florida, as usual.  
 j It's **in** the refrigerator, **behind** the vegetables.

#### 2 How long?

- c She's been working here **for** several months.  
 f They've been in the meeting **since** 6:00.  
 h I've had it **about** a month.

#### 3 When?

- a We will be finished **in February**.  
 e The package was delivered about **an hour ago**.  
 i **On Tuesday July 7th, at 1:00**.

#### B

2. How long? *It could take all night.*  
 3. Where/Directions? *Sorry, I'm not from around here.*  
 4. Where/Directions? *Bermuda again. I can't wait!*  
 5. When? *It hasn't arrived yet.*

#### C

1. How long?  
 2. Where/Directions?  
 3. When?  
 4. Where/Directions?

#### 2 Test tactic

##### A

1. Where? Directions?  
 2. When?  
 3. How long?  
 4. Where?  
 5. Where? Directions?

##### B

1. (A) *Go out this door and walk around the corner.*  
 2. (A) *Back in March, I think.*  
 3. (C) *Not as long as I expected.*  
 4. (B) *In the drawer, as usual.*  
 5. (C) *There's one on Bank Street.*

#### 3 Tactic practice

1. (A) *Take the number 11 bus.*  
 2. (A) *This morning*  
 3. (C) *In the storeroom*  
 4. (B) *Just under three hours*  
 5. (B) *There's one around the corner.*

#### Understanding natural English

Where is the A4 paper kept?  
When is the taxi coming?

## B Mini-test

- (C) Correct. *Back to the hotel*  
(A) *On Thursday* answers the question *when*, not *where*.  
(B) Uses the same verb *take* in the question and answer.
- (B) Correct. *Very well, I think*.  
(A) Does not give a logical response to the question. Confuses different meanings of *go*.  
(C) Does not answer the question *how*.
- (C) Correct. *At the back of the building*  
(A) Does not answer the question *where*.  
(B) Does not give a logical response to the question.
- (A) Correct. *In about ten minutes*  
(B) The response answers the question *why*, not *when*.  
(C) Answers a *where* question.
- (B) Correct. *Take the stairs to the third floor*.  
(A) Confuses similar sounding words *bored* and *boardroom*.  
(C) Does not give a logical response to the question.
- (A) Correct. *There are no seats left*.  
(B) Does not answer the question *why*.  
(C) Answers a *where* question.
- (C) Correct. *As soon as I've finished this*.  
(A) *That's a good idea* is a response to a suggestion, not to the question *what time*.  
(B) Does not answer the question *what time*.
- (C) Correct. *It won't turn on*.  
(A) This is an expression of sympathy, but it does not answer the question.  
(B) Does not answer the question *what's wrong*.
- (A) Correct. *Sure just follow this street*.  
(B) Confuses *could* and *can*. Does not give a logical response to the question.  
(C) The response answers the question *how long*, and does not give directions.
- (B) Correct. *About three or four days*  
(A) *About two kilometers* explains *how far* (distance), but does not answer the question *how long*.  
(C) *I've stayed here before* is a past tense verb form, but the question refers to future plans.

- (A) Correct. *I'm afraid we've run out*.  
(B) Confuses *printer* and *printed*.  
(C) Uses the same words *keep* and *paper* in question and answer but this response does not answer the question.
- (C) Correct. *The boss isn't going to like that*.  
(A) This is not a logical response.  
(B) Uses the same word *finish*, but with a different subject. Does not give a logical response.

## C Learn by doing

### A

A: Where do you live, Ken?

B: Right now *I'm living in Hamilton*.

A: Oh yeah? How long have you lived there?

B: Oh, *for about 5 years*. I moved there *just after university*.

A: Really? Where did you live before?

B: *I lived in Georgetown with my family*.

### B

#### Student's own answers

## D Further study

#### Student's own answers

# Unit 17

## Part 3: Conversations

### A Focus

#### 1 Language building

### A

- (A) At a hotel: *room, bed*  
(B) At a car rental agency: *car, license*  
(C) At a train station: *rail, track*  
(D) At a sports event: *stadium, fans*
- (A) Making a hotel reservation: *room, vacancies*  
(B) Getting married: *bride, dress*  
(C) Borrowing a book from the library: *library card, novel*  
(D) Making a restaurant reservation: *table, dinner*



3. (A) A delivery man: *truck, package*  
(B) A musician: *concert, recording*  
(C) A banker: *deposit, withdrawal*  
(D) A salesmen: *discount, order*

## B

1. (C) *At a train station: track*
2. (A) *Making a hotel reservation: vacancies, room*
3. (D) *A salesman: discount, order*

## 2 Test tactic

1. (A) *It is raining.*  
*It's really pouring today.*
2. (C) *They are at work.*  
*I have to walk across town to deliver some documents before lunch.*
3. (B) *She used to live in another city.*  
*I really miss living in Arizona on days like this!*

## 3 Tactic practice

### Questions 1-3

The speakers are probably in a shop, talking about an item that the woman wants to buy.

#### Listening answers

1. (C) *In a music store*
2. (B) *Looking for a present*
3. (D) *The item is popular.*

### Questions 4-6

The speakers are talking about jobs and may be discussing future plans.

#### Listening answers

4. (C) *Looking at a job ad*
5. (A) *They have known each other for a time.*
6. (C) *He has enough money to live for a while.*

## Understanding natural English

That's what we were told to expect.  
You've always wanted to work overseas.

## B Mini-test

1. (A) Correct. *It is an interesting place.* The man has heard that *it's a fascinating place.*  
(B) The fact it is *very sunny* is not mentioned.  
(C) The man mentions *a busy street* but does not say anything about Kingston being *crowded.*  
(D) He mentions only the *summer carnival.*

2. (D) Correct. She says it was *disappointing*, so she was expecting it to be different.  
(A) She says they had *difficulty sleeping* because their hotel was *on a busy street* and therefore would have been noisy, not *relaxing.*  
(B) She does not talk about the cost.  
(C) The man says that he has *heard the summer carnival is exciting.* The woman does not say this about her trip.
3. (B) Correct. *In the carnival area* – The woman says that the hotel was *on a busy street in the center of the celebration area.*  
(A) Nothing in the conversation relates to *the airport.*  
(C) Nothing in the conversation suggests that the hotel was *outside of the town.*  
(D) Nothing in the conversation suggests that her hotel was *near the beach.*
4. (C) Correct. *In a restaurant* – The man mentions his *bill* and *the special.*  
(A) Nothing in the conversation suggests that it is *in a bank.*  
(B) Nothing in the conversation suggests that it is *in a department store.*  
(D) Nothing in the conversation suggests that it is *in a doctor's office.*
5. (A) Correct. *The man misunderstands a sign.* He didn't read that the special was only available *until 1:30 P.M.*  
(B) The man thinks the *bill has been calculated* incorrectly, but it has not.  
(C) There is no indication that the man *cannot pay the bill.*  
(D) There is no indication that *a sale has not started yet*, but the special offer has already finished.
6. (B) Correct. *The offer was available until 1:30.*  
(A) *1:15* and (D) *2:30* are not mentioned.  
(C) The woman says it is *2:00* now.
7. (C) Correct. *A group project.* The woman says *We haven't been able to work on any other projects all week*, indicating this is a project.  
(A) They mention *teams* but these are teams at work, not sports teams.  
(B) *A business meeting* is not mentioned.  
(D) The man says his team are *still trying to agree on a design*, but there is no indication this is a *building design* and it is not what the speakers are mainly discussing.

8. (D) Correct. *A report will be sent out.*  
 (A) The man says they have not been able to work on other *projects* all week, so they may do these after the report is sent out on Thursday, but there is no indication that these are *new projects*.  
 (B) *An important game* is not mentioned.  
 (C) There is no mention of a *presentation*.
9. (A) Correct. His team will not finish on time. He says *I can't believe we have only until Thursday* indicating this is a very tight deadline. He says his team *still has to agree a design*, indicating they still have a lot to do.  
 (B) There is no indication he *does not understand an assignment*.  
 (C) It is the woman mentions that her team cannot work on other projects at the moment, not the man.  
 (D) He says his team still have to *agree a design*, but there is no indication that he *disagrees with his team members*.
10. (C) Correct. *A repairperson* – The man mentions *parts*, and says *I'll get my tools*.  
 (A) The word *truck* is used, but does not refer to the man's profession.  
 (B) The word *garden* is used, but does not refer to the man's profession.  
 (D) The expression *car salesperson* is not mentioned.
11. (B) Correct. *Two hours. It shouldn't be more than a couple of hours.*  
 He does not need  
 (A) *one hour*,  
 (C) *two and a half hours* or  
 (D) *more than three hours*.
12. (D) Correct. *At a home* – She shows the man where the *air conditioner* is and says it made a strange noise *last night*. She is most likely to be at home. She says she'll wait in the garden, so she is most likely to be *at home*.  
 (A) *A factory* is not mentioned in the conversation.  
 (B) There is nothing to suggest that they are at *a garage*.  
 (C) The woman says she will *be in the garden*, but they are not at *a gardening store*.

### C Learn by doing

#### Student's own answers

### D Further study

#### Student's own answers

## Unit 18

### Part 4: Talks

#### A Focus

##### 1 Language building

###### A

1. last year's conference
2. three graduate degrees
3. round-table discussion

###### B

1. (B) *Some of the boxes were broken in transit.*
2. (C) *Work has been going on for four weeks.*
3. (A) *Mr. Holmes has done many things to support the group.*

##### 2 Test tactic

###### A

1. Key words in the question; *boats, join, event*

###### B

- (A) 14 = 14 hundred hours  
 (B) 17 = may be confused with 70  
 (C) 35 = 3500 dollars  
 (D) 70 = 70 racing boats  
 Correct answer choice: (D) 70

###### C

2. Key words in the question; *salvaged items, on display*  
 Correct answer choice: (C) 150

##### 3 Tactic practice

a Content: *information about a conference*

1. (B) *Two* – He says *I would appreciate it if a couple of you* could attend the conference.  
 (A) *One* is not mentioned.  
 (C) *Three* refers to the number of plenary sessions.  
 (D) *Four* is not mentioned.



2. (D) *Two days* – The speaker explains that he cannot attend *both days* of the conference.  
 (A) *A couple* refers to the number of people, not the number of hours.  
 (B) *One afternoon* is not mentioned.  
 (C) The conference starts on *Saturday*, but this does explain how long it lasts.
3. (B) *About four hours* – The speaker says that the volunteers can *take a half day off*. (A full working day in most companies is normally 8 hours.)  
 (A) *About an hour* is not mentioned.  
 (C) *A day* is not mentioned.  
 (D) *Two days* is not mentioned.

### Understanding natural English

I won't be able to make both days of the conference  
 She's one of the top designers.

### B Mini-test

1. (A) Correct. *A romance*.  
 (B) *Long Vacation* is a *comedy*.  
 (C) *Phantom Knight* is a *mystery*.  
 (D) No *drama* is mentioned.
2. (C) Correct. *Phantom Knight* – The announcement says that this film is *featuring Deborah Legg*.  
 (A) *Monterrey* is the name of the cinema.  
 (B) *Long Vacation* features Tom Knott and Sandy Edwards.  
 (D) *Indigo Heart* features Andy Vega and Myra Hassan.
3. (A) Correct. *By using an online service*.  
 (B) *By calling the ticket office*,  
 (C) *By stopping by the theater in advance* and  
 (D) *By sending an e-mail* are not mentioned.
4. (A) Correct. She is a *top fashion designer*.  
 (B) This is not mentioned.  
 (C) She joined the company *following her graduation*, so she is no longer a student.  
 (D) Nothing in the announcement relates to *writing books*.
5. (C) Correct. *She was promoted from head of the design team to regional manager*.  
 (A) The question refers to September of the current year. She *graduated* and then joined the company at least *two years ago*, so she did not *graduate from college in September* of this year.  
 (B) She *joined the company* after she graduated over two years ago.  
 (D) Elvira *won an award* when she was nineteen, not in September.
6. (A) Correct. *Her fashion designs* – The speaker explains that *she is here to explain her designs for next year's Spring/Summer collection*.  
 (B) The speaker mentions *next year's sales target*, but this is not what Elvira is planning to speak about.  
 (C) The speaker gives some of Elvira's *academic background* but it is not the topic of Elvira's talk.  
 (D) *Plans for her group* are not mentioned.
7. (C) Correct. *In a company meeting room*. The speaker says *We will look at three new products for our spring catalog and we'll discuss possible marketing approaches*.  
 (A) They are talking about the company's business, so it is unlikely they are in a *university library*.  
 (B) They are looking at products that will eventually be sold at a *department store counter*.  
 (D) There is no indication they are in a *restaurant dining room*.
8. (D) Correct. *The Kitchen Friend*.  
 (A) and (C) *Colors* are not mentioned in relation to  
 the *spring catalog* or the *Mini-Steamer*.  
 (B) The *Clam Case* comes in a *variety of sizes*, but color is not mentioned.
9. (A) Correct. *It is intended for travelers*. – *We think it will be a hit in the business travel market*.  
 (B) The *Clam Case* has a *waterproof case*, not the *Mini-Steamer*.  
 (C) They think the *Clam Case*, not the *Mini-Steamer*, will be *popular with students*.  
 (D) This is not mentioned.
10. (A) Correct. *Exercise equipment* – *This easy-to-assemble piece of exercise equipment*. The advertisement also mentions *workout, fitness, and muscles*, which are related to exercise.  
 (B) *A training video* is included with the equipment.  
 (C) *Personal fitness* is mentioned, but not a fitness club.  
 (D) *Exercise equipment* not *exercise book*.
11. (A) Correct. *This equipment can be adjusted quickly and easily*.  
 (B) The price is not mentioned.  
 (C) It is not mentioned whether it can be moved quickly.  
 (D) This is not mentioned.

12. (C) Correct. A workout video will be included.  
 (A) an instruction manual,  
 (B) free delivery and  
 (D) a discount are not mentioned.

### C Learn by doing

#### A

#### Possible answers

1. When were you born?
2. Where did you grow up?
3. Do you have any brothers and sisters?
4. What did your parents do?
5. When did you go to university?
6. Which university did you go to?
7. What did you develop at university?
8. What are you interested in?
9. What other interests do you have?

#### B

#### Student's own answers

### D Further study

#### Student's own answers

## Unit 19

### Part 5: Incomplete Sentences

#### A Focus

#### 1 Test tactic

#### A

cooperation (N)  
 criticize (V)  
 partnership (N)  
 department (N)  
 simplify (V)  
 quickness (N)  
 activate (V)  
 celebration (N)  
 security (N)  
 widen (V)  
 assistance (N)  
 realize (V)

#### B

-tion/-sion: noun  
 -en: verb  
 -ness: noun  
 -(i)fy: verb  
 -ship: noun  
 -ise/-ize: verb  
 -ity: noun  
 -ate: verb and noun  
 -ment: noun  
 -ance/-ence: noun

#### C

1. (noun) investigation
2. (verb) criticize
3. (noun) internship
4. (noun) dependence
5. (verb) identify
6. (noun) document
7. (verb) renovate
8. (verb) elevate
9. (noun) repetitiveness
10. (verb) soften

#### 2 Test tactic

#### A

1. b
2. d
3. f
4. c
5. e
6. g
7. a

#### B

1. j
2. e
3. i
4. g
5. f
6. a
7. b
8. c
9. d
10. h



### 3 Tactic practice

1. (C) *friendship* – noun referring to the concept (not the person)
2. (D) *standardize* – verb
3. (A) *simplified* – past participle to complete passive verb phrase
4. (D) *mishandled* – meaning **badly** or carelessly handled
5. (B) *subsidiaries* – meaning a **lower**, or less important, branch of the company
6. (B) *intermediary* – meaning someone that speaks or negotiates **between** two groups of people.

### B Mini-test

1. (D) Correct. *strengthen*  
(A) *strong* is an adjective, but a verb is required here.  
(B) *strongly* is an adverb, but a verb is required here.  
(C) *strength* is a noun, but a verb is required here.
2. (B) Correct. *ownership*  
(A) *own* is a verb, but a noun is required here.  
(C) *owning* is a present participle, and does not make a logical construction here.  
(D) *owned* is a past participle, and does not make a logical construction here.
3. (C) Correct. *concentrate*  
(A) *concentration* is a noun, but a verb is required here.  
(B) and (D) are incorrect verb forms to complete an infinitive of purpose clause.
4. (A) Correct. *positive*  
(B), (C) and (D) are not adjectives that normally collocate with the noun *attitude*.
5. (A) Correct. *reaction*  
(B) *suggestion*, (C) *interjection* and (D) *submission* do not fit the context.
6. (C) Correct. *identification*  
(A) Your *identity*, or who you are, is what is shown by *identification*. An identity card is a piece of *identification*.  
(B) *identify* and (D) *identifying* are verb forms, but a noun is required here.
7. (D) Correct. *widen*  
(A) *wide* is an adjective, but a verb is required here.  
(B) *width* is a noun, but a verb is required here.  
(C) *widely* is an adverb, but a verb is required here.

8. (B) Correct. *rescheduled*  
(A), (C) and (D) are not followed by the preposition *to*.
9. (B) Correct. *subscription*  
(A) *prescription* usually refers to medicine.  
(C) and (D) do not fit the context.
10. (D) Correct. *overpay*  
(A) *pay*,  
(B) *repay* and  
(C) *underpay* do not make for a logical meaning in this context.
11. (D) Correct. *obligation*  
(A), (B) and (C) are verb forms, but a noun is required here.
12. (B) Correct. *relief*  
(A) *refund* would require an indefinite article – *A tax refund*  
(C) and (D) do not collocate to make a noun phrase with *tax*.

### C Vocabulary practice

#### Across

1. uncompromising
3. overstocked
6. illiteracy
7. intermediary
8. devastate
9. impatient
10. criticize
11. renovate

#### Down

2. mislead
4. discontinue
5. obligation
6. interaction

## Unit 20

### Part 6: Text Completion

#### A Focus

##### 1 Language building

###### B

1. send
2. discussing
3. see
4. send
5. taking
6. meet

##### Follow up

###### Student's own answers

##### 2 Test tactic

###### B

1. (a) *been employed*
2. (c) *working*
3. (d) *waiting*
4. (c) *had*

##### Follow up

###### Student's own answers

##### 3 Tactic practice

1. (B) Correct. *had been planning* uses the past perfect continuous to describe a past intention.  
(A) *was planned* is the past simple passive and is inappropriate in this context.  
(C) *will plan* refers to the future, whereas the past tense is required here.  
(D) *had been planned* is the past perfect passive and is not appropriate in this context.
2. (D) Correct. *intending* completes the present continuous verb phrase referring to the present.  
(A) *intend* is the present simple tense (and the infinitive form without *to*) and is inappropriate in this context.  
(B) *intended* is a past tense, which is inappropriate in this context.  
(C) *have intended* is the present perfect and is inappropriate in this context.

3. (C) Correct. *have been* correctly completes a past conditional clause, as indicated by the phrase *in the past two years*.  
(A) *be* forms a present tense conditional clause and therefore does not agree with the rest of the sentence.  
(B) *been* and (D) *being* do not correctly complete the sentence.

##### B Mini-test

1. (D) Correct. *closing* – the *-ing* form is required to complete the future form.  
(A) is the infinitive without *to*.  
(B) *closed* is the simple past and is not appropriate here.  
(C) *have closed* is the present perfect and is not appropriate here.
2. (A) Correct. *had failed*  
(B), (C) and (D) are incorrect tense forms to match the past perfect used in the first clause of the sentence, *had been rising*.
3. (C) Correct. *unless*  
(A) and (B) are conjunctions expressing time and do not fit the context of the sentence.  
(D) *if* is inappropriate because the sentence requires a negative meaning. (i.e. *if the company does **not** change its decision*)
4. (C) Correct. *will be giving*  
(A), (B) and (D) do not form the future tense required here, as indicated by the phrase *are in for a rare treat in December*.
5. (D) Correct. *will make*  
(A), (B) and (C) are incorrect tense forms, as the future tense is required here.
6. (D) Correct. *so*  
(A), (B) and (C) are not appropriate choices for joining these two clauses together.
7. (D) Correct. *has rescued*  
(A), (B) and (C) are incorrect tense forms.  
A present perfect tense is required here, as indicated by the unfinished time phrase, *For over 25 years ...*
8. (B) Correct. *our*  
(A), (C) and (D) do not match the subject *we*.
9. (A) Correct. *will be*  
(B), (C) and (D) refer to the past or the present, but a future tense is required here.



10. (C) Correct. *has been rescheduled*  
(A), (B) and (D) are not the correct tense forms here as the present perfect passive is required.
11. (A) Correct. *will be*  
(B), (C) and (D) are not the correct tense forms here as the future passive is required.
12. (D) Correct. *also*  
(A), (B) and (C) do not form a logical sentence in the context.

### C Grammar practice

1. canceled this year due to lack of funding.
2. going to refuse the multi-million dollar recording contract.
3. ask for increased taxes on foreign livestock imports.
4. never heard it pronounced.
5. we hope it will be delivered by Monday.
6. will change the cargo invoices and send them to us next week.
7. we will not be able to complete the project.
8. going to leave all her money to worthy charities.

### D Further study

#### Student's own answers

## Unit 21

### Part 7: Reading Comprehension

#### A Focus

##### 1 Test tactic

#### A

1. (A) You must return your pool pass if you want a refund.  
(B) Cancelations will be accepted for medical reasons.  
(C) Credit card customers will not receive refund checks.  
(D) You must inform your instructor when leaving the course.

#### C

Answer choice (D) is correct.

#### D

1. c
2. b
3. a

### 2 Test tactic

#### A

1. At what time will Dr. Lee catch a plane?  
Answer choice (D) is correct.

#### C

2. When is Dr. Lee scheduled to have a conference call?  
Answer choice (C) is correct.

### 3 Tactic practice

1. (D) Correct. *Between 12 and 15 people are expected.*  
(A), (B) and (C) can be found in the text.
2. (D) Correct. *6:30 P.M.*
3. (C) Correct. *June 11*

### B Mini-test

1. (D) Correct. *Participants can go paragliding and mountain climbing.* – The information gives a choice between climbing OR paragliding, in other words they cannot do both activities.  
(A), (B) and (C) are all true according to the text.
2. (B) Correct. *8:15 A.M.* – The memo asks participants to be there by 8:00 A.M. as the bus will depart *promptly at 8:15.*  
(A) *8:00 A.M.* refers to the meeting time.  
(C) *7:00 P.M.* refers to the time the barbeque starts.  
(D) *8:30 P.M.* is not mentioned.
3. (D) Correct. We can infer they will be *at the beach* for the barbecue *on Monday evening.*  
(A) They will be *in the parking lot on Monday morning*, not *on Monday evening.*  
(B) They will be *at the center at noon on Monday*, not *in the evening.*  
(C) They will be *on the bus on Monday morning*, not *on Monday evening.*

4. (C) Correct. It is a letter of reference which would be used by someone looking for a job.  
 (A) *Graduate school* is not mentioned.  
 (B) *A pay raise* is not mentioned.  
 (D) Jason's *computer skills* are mentioned but this is not the reason why Alan Knight wrote the letter.
5. (C) Correct. *For 12 months* – He has worked for the company for 18 months and was transferred to the marketing department after 6 months.  
 (A) He was transferred to the marketing department within 6 months.  
 (B) Alan Knight was Jason's project supervisor for 8 months.  
 (D) Jason has worked for the company for 18 months.
6. (B) Correct. *reliable* – He had an *exemplary attendance record, was always punctual, completed his work ahead of schedule and was consistently a leader in group projects* – all these things mean he is reliable.  
 (A), (C) he is not described as *overconfident* or *uncooperative*.  
 (D) He came to the company straight out of college and worked there for 18 months – he is not described as *experienced*.
7. (C) Correct. *In a store* – The information mentions the *Gift Wrapping corner on this floor, and the staff at the Delivery service on the ground floor of this store*.  
 (A), (B) and (D) are not mentioned in the information.
8. (B) Correct. \$5.95 – The third paragraph explains that you can have items gift wrapped for \$5.95.  
 (A) \$3.00 is not mentioned.  
 (C) \$7 refers to the *standard delivery price*.  
 (D) \$10 refers to *orders* that are eligible for free delivery.
9. (D) Correct. The notice says *If you are short of time, go to our Gift Wrapping Corner on this floor, but it does not say items must be gift-wrapped within the store*.  
 (A), (B) and (C) are mentioned in the text.
10. (D) Correct. The application form states that City Helpers Group *solicits local community volunteers to assist a variety of local organizations*.  
 (A) City Helpers Group prints a range of documents associated with its activities but they do not provide *printing services* to anyone else.  
 (B) The response letter mentions shipment of the printer, but City Helpers Group does not deliver packages.  
 (C) *Technical assistance* will be provided to City Helpers Group, not by them.
11. (A) Correct. The second paragraph of the response letter asks City Helpers Group to *send us the information from item number 3 on the application form, that is the Tax ID number*.  
 (B), (C) and (D) are not mentioned as requirements.
12. (C) Correct. The first paragraph of the response letter states that *technical support may be obtained through our company Web site*. Web sites are part of the Internet.  
 (A), (B), and (D) are not mentioned in relation to technical support.

### C Reading in action

#### Student's own answers

### D Further study

#### Student's own answers



## Unit 22

### Part 1: Photographs

#### A Focus

##### 1 Language building

###### A

1. Picture 1. FALSE. The woman is *behind* the counter, not *on* it.
2. Picture 2. TRUE.
3. Picture 2. FALSE. The computer is *in front of* the woman, not *behind* her.
4. Picture 2. TRUE.
5. Picture 1. FALSE. The man is next to the *counter*, not next to the *board*.
6. Picture 2. TRUE.

###### B

##### Possible answers

###### Picture 1

The woman is behind the counter.  
The man is in front of the counter.  
The woman is in front of the board.

###### Picture 2

The phone is next to the computer.  
The woman is in front of the computer.  
The computer is on the desk.

###### Picture 3

The man and woman are running along the platform.  
The woman is between the man and the train.

###### Picture 4

The woman is going along the walkway.  
The woman is going through the walkway.

###### C

1. in front of
2. behind
3. next to
4. along

##### 2 Test tactic

###### A

Picture 1: pointing/painting  
Picture 2: setting/sitting  
Picture 3: ship/sheep  
Picture 4: walking/working

###### B

##### Possible answers

###### Picture 1

The bicycle is *in front of* the motorbike.  
The cyclist is *between* the van and the taxi.

###### Picture 2

The man is *in front of* the computer.  
The computer is *on* the desk.

###### C

###### Picture 1

- (A) in front of Wrong.
- (B) behind Wrong.
- (C) next to *fan/van* Wrong.
- (D) between Correct.

###### Picture 2

- (A) under Wrong.
- (B) at *commuter/computer* Wrong.
- (C) Correct.
- (D) behind Wrong.

##### 3 Tactic practice

##### Possible answers

**Picture 1** people, restaurant, table, glasses, food, plates, lamp, sitting, holding  
The people are having a meal.  
The people are eating in a restaurant.

**Picture 2** guitars, cabinet, shelves, wall, display  
The guitars are on the shelves.  
There are many guitars on display.

**Picture 3** woman, dress, clothes, outfit, looking, holding, choosing, buying, shop  
The woman is looking at a dress.  
The woman is choosing some clothes.

###### Picture 1

- (A) Wrong. They are holding *glasses*, not attending *classes*.
- (B) Wrong. The people are *opposite*, not *beside* each other.
- (C) Wrong. The lamp is *on*, not *next to* the table.
- (D) Correct. *The people are raising their glasses.*

###### Picture 2

- (A) Wrong. The guitars are not being played.
- (B) Correct. *The guitars are on display.*
- (C) Wrong. The *guitars*, not the *cars*, are in a row.
- (D) Wrong. The *guitars*, not *cars*, are next to the wall.

### Picture 3

- (A) Correct. *The woman is looking at the outfit.*
- (B) Wrong. The woman is not *writing* anything. *Address* may be confused with *dress(ed)*.
- (C) Wrong. The woman is *looking at clothes*, but she is not *getting dressed*.
- (D) Wrong. The woman is *looking at clothes*, not *paying* for them.

### Understanding natural English

He walks for hours.

He works for hours.

The ship is in the water.

The sheep is near the water.

The man tastes the food.

The man tests the food.

### B Mini-test

- 1. (C) Correct. *The man's using a bank machine.*  
(A) He is not inside the bank *talking to a cashier*.  
(B) He is not *drawing a machine*. He is drawing money out of a machine.  
(D) He will probably put the money from the machine into his wallet, he is not *removing money from his wallet*.
- 2. (A) Correct. *The girl is sitting on a stool.*  
(B) She is not *opening the door*.  
(C) There are books on the shelves, but the girl is not *shelving* them.  
(D) She is writing on the board *not putting up a poster*.
- 3. (A) Correct. *She's looking down at her work.*  
(B) She is not *turning on a light*.  
(C) She may be about to paint her client's nails, but she is not *painting a table*.  
(D) She is not *writing on a paper*.
- 4. (C) Correct. *They are looking at the document.*  
(A) They are in a restaurant, not *leaving it*.  
(B) They may have eaten dinner in the restaurant, but they are not *making dinner*.  
(D) There are glasses on the table, they are not *putting* them there.
- 5. (B) Correct. *The chefs are decorating the cakes.*  
(A) These are chefs, not *waiters*.  
(C) Confuses the word *deserted* with *dessert*. The cakes could be for *dessert*.  
(D) No *diners* are visible in the picture.

- 6. (C) Correct. *The man is sitting on a bench.*  
(A) The man is not *leaving a building*.  
(B) He is sitting, not *walking*.  
(D) He is not *working at his desk*.
- 7. (D) Correct. *The man is sweeping the street.*  
(A) There is a *drain* to the left of him, but he is not *standing on it*.  
(B) No *ladder* is visible.  
(C) He may be wearing *boots*, but he is not *putting them on*.
- 8. (C) Correct. *They're sitting at the table.*  
(A) There is a *window* on the left of the picture, but they are not *looking out of the window*.  
(B) They are inside an office or meeting room, not *waiting outside an office*.  
(D) There is a *whiteboard* behind them, but they are not *looking at it*.

### C Learn by doing

Student's own answers

### D Further study

Student's own answers

## Unit 23

### Part 2: Question-Response

#### A Focus

#### 1 Language building

##### A

Offers

- 1. **Would you like** some help with those?  
**c Yeah, could you take** this box?  
**e No, that's alright.** They aren't as heavy as they look.
- 2. **Do you need** (any) help with setting up the room?  
**a Actually, it's already done.**  
**f That would be great.** Let's start with the tables.
- 3. **Can/May I get** you anything?  
**b No, I've already eaten.**  
**d A cup of tea would be lovely.**



### Requests

4. **Could/Can you** tell me how to use this machine?  
**i Certainly**, it's pretty easy.  
**k I'm sorry**, I haven't been trained on it yet.
5. **Would you mind** if I opened the window?  
**g Actually**, I'm a bit cold.  
**l No, go ahead**.
6. **May/Can/Could** I borrow your pen for a moment?  
**h I'm afraid** it's not mine.  
**j Sure**, give it back after class.

### Opinions

7. **How was** Mr. Smitt's presentation?  
**o To tell the truth**, it seemed a bit long.  
**q Good**. He really is an amusing speaker.
8. **What's your opinion of** their price quote?  
**m I don't think** we'll find a lower one.  
**r It seems** a bit high to me.
9. **What would you say is** our greatest weakness?  
**n Frankly**, our sales staff isn't motivated.  
**p I'd say** we need to lower our prices.

### B

#### Possible answers

1. Would you care for a slice of pie? *Yes, that would be nice. Actually, I already ate.*
2. Can you tell Ms. Jackson that her parcel has arrived? *Of course. I'm afraid she isn't in the office today.*
3. What do you think of your new boss? *He seems very nice. I think he'll do a good job.*

#### 2 Test tactic

1. b Correct.  
a Same word (*project*)  
c Incorrect meaning (doesn't respond to the question)
2. c Correct.  
a Similar sounds: (*call you later/calculator*)  
b Same word (*borrow*)
3. c Correct.  
a Same word (*test*)  
b Incorrect meaning (doesn't respond to the question)

#### Follow up

1. (A) Similar sound (*car/card*)/incorrect meaning  
(B) Same word (*show/showed*)  
(C) Correct.

2. (A) Same word (*paper*)  
(B) Correct.  
(C) Incorrect meaning (doesn't respond to the question)

#### 3 Tactic practice

1. (A) Correct.  
(B) Same word (*book/booked*)  
(C) Same word (*book/book*)
2. (C) Correct.  
(A) Similar sound (*contract/track*)  
(B) Same word (*think, contract*) /Incorrect meaning (doesn't respond to the question)
3. (B) Correct.  
(A) Same word (*show*)  
(C) Incorrect meaning (doesn't respond to the question)
4. (A) Correct.  
(B) Similar sound (*dessert/desert*)  
(C) Same word (*get*) /incorrect meaning
5. (C) Correct.  
(A) Similar sound (*wrong/long*)  
(B) Similar sound (*reduce/introduce*)

#### Understanding natural English

*Could you* carry these books for me?  
*Would you* mind showing Kim the supply room?

### B Mini-test

1. (B) Correct. *Sure, go right ahead.*  
(A) Does not answer the question.  
(C) Confuses similar sounds *would* and *wood*.
2. (C) Correct. *I'd like some tea, please.*  
(A) Answers a question about a past event.  
(B) Similar sound (*offer/off*).
3. (B) Correct. *Just past the lobby.*  
(A) Does not answer the question.  
(C) It is not possible to get someone a cafeteria; you could get something from a cafeteria.
4. (A) Correct. *To discuss plans for the summer.*  
(B) Does not answer a *why* question.  
(C) Confuses different meanings of *call*. Answers a *how* not a *why* question.
5. (A) Correct. *I don't think it makes much sense.*  
(B) Answers a closed question not a *what* question.  
(C) Does not give a logical response to the question.

6. (B) Correct. *That was quick!*  
 (A) The first speaker has already answered this question.  
 (C) Confuses *review* and *a view*.
7. (B) Correct. *Sure, we aren't that busy right now.*  
 (A) The question uses *take* and the answer uses *give* but this does not answer the question.  
 (C) The answer repeats the word *could* but the subject *they* refers to someone different from *I* in the question.
8. (C) Correct. *I'd be glad to.*  
 (A) *Room* is repeated but this is not the correct answer.  
 (B) Does not give a logical response to the question.
9. (B) Correct. *I think it needs to be cleaned.*  
 (A) Does not give a logical response to the question.  
 (C) Similar sound. The question includes *air conditioner*, the answer mentions *condition*.
10. (A) Correct. *Call the maintenance staff.*  
 (B) Does not answer a *how* question.  
 (C) The question mentions *chair* in the singular. The answer refers to a plural, *them*.
11. (B) Correct. *Sorry, Carlos has it.*  
 (A) Confuses similar sounds (*calculator/bit later*).  
 (C) Repeats *borrow*, but answers a *Did you ...?* question.
12. (A) Correct. *Sure, here you are.*  
 (B) Confuses *screwdriver* and *drive*.  
 (C) Confuses *hand me* and *handled*.

### C Learn by doing

#### Possible answers

##### Offers

- A Would you like me to open the door for you?  
 B That would be great.

##### Requests

- C Can I borrow 10 dollars till pay day?  
 D Yes, of course.

##### Opinions

- E What do you think about the new sales manager?  
 F She seems friendly.

### D Further study

#### Student's own answers

## Unit 24

### Part 3: Conversations

#### A Focus

#### 1 Language building

##### A

- |   |  |
|---|--|
| 1. Jane, would you like to join us for drinks tonight?            | e <b>I'd love to, but</b> I'm afraid I have to pick up my sister.                            |
| 2. Could you fix this radio for me?                               | d <b>I'm afraid we can only</b> service Tri-sonic units, madam.                              |
| 3. We are going skiing this weekend. Can you and Mary come along? | f <b>I don't think we'll be able to</b> make it. My brother's family is coming on Saturday.  |
| 4. Are we still having the sales meeting after lunch?             | c <b>We can, but</b> I would prefer to put it off till tomorrow. I have a lot of other work. |
| 5. Is it OK to keep a cat in this building?                       | b <b>No, I'm sure they wouldn't</b> allow it. The building owner doesn't like animals.       |
| 6. Do you accept personal checks?                                 | a <b>We used to, but</b> we stopped doing it last year.                                      |

##### B

- Why won't the woman go out with her friends?
- What does the man suggest?
- Why can't the woman get service?
- What are the speakers discussing?
- How does the owner feel about pets?
- What is the man planning for the weekend?

##### C

- (C) Correct. He says *I'm leaving to catch a flight in about 30 minutes*.  
 (A) The first man, John, is meeting a client, not Eric.  
 (B) He *came in to get some papers*, not to prepare them.  
 (D) The first man, John, mentions a meeting in the evening, not Eric.



2. (B) Correct. He says *I was planning to cycle down*.  
 (A) He will take the train *from* the station, but will not get to the station by train.  
 (C) Daphne offers to drive him, but he refuses the offer.  
 (D) He says *I could certainly use the exercise*, but does not mention jogging.
3. (D) Correct. The woman says *All repairs have to be sent out of the hotel*.  
 (A) She says *I am sure we can have the shirts ready*.  
 (B) She says *we won't be able to get the jacket to you before tomorrow*.  
 (C) The shirts do not need to be repaired, only the jacket.

## 2 Test tactic

### A

1. What advice does the man's friend give about trading in his car?      b "Do you think I should get a new car? It seems to cost me more money in repairs each year."
2. What kind of summer vacation is the man considering?      d "What are you doing for your vacation this year, Dario?"
3. What experience does the man have?      c "I see you are applying for the sales clerk's job. Do you have any experience in sales?"
4. How does Mr. Green feel about his request?      a "Mr. Green, I was wondering if it was OK if I took next Friday off?"

### B

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

## 3 Tactic practice

1. (B) Correct. He says *I'm looking to rent a place*.  
 (A) He wants to *rent*, not *buy*.  
 (C) He wants to *live not too far from the beach*, not *go to the beach*.  
 (D) There is no mention of decorating.

2. (B) Correct. There are no two-bedroom places left.  
 (A) He mentions that he wants a place *not too far from the beach* not that the beach is *too far away*.  
 (C) *Price* is not mentioned.  
 (D) He mentions an ad but it did not give any wrong information.
3. (C) Correct. He offers to show the customer a *three-bedroom apartment*.  
 (A) *Bedrooms* are only mentioned to give an indication of the size of the apartments.  
 (B) *A discount* is not offered.  
 (D) He does not offer to take the customer to the beach.
4. (B) Correct. He says *I don't have enough to get lunch*, inferring that he *only has a little money*.  
 (A) He says he does not know Darryl *all that well*, but there is no reference to how well he knows Bob.  
 (C) He wants to *borrow*, not *lend*, some money.  
 (D) He doesn't say *he does not have any money*.
5. (B) Correct. He says *Have you tried asking Darryl?*  
 (A) He does not say he will help Jim.  
 (C) He says *I only have a few dollars* so he does not give Jim any money.  
 (D) Bob does not offer to share his lunch.
6. (C) Correct. He suggests that he thinks Jim should speak to Darryl himself.  
 (A) He does not mention looking for or *finding the wallet*.  
 (B) He does not mention having lunch at home.  
 (D) He does not mention paying for Jim's lunch.

## Understanding natural English

The meals were as good as I've had in many restaurants.

We'll notify you as soon as we locate your suitcase.

## B Mini-test

1. (B) Correct. *Give her a ride*. She says *Could you give me a ride to the airport?*  
 (A) The man, not the woman, has to *meet with a customer*.  
 (C) The man is meeting the client, there is no mention of *picking up the client*.  
 (D) She asks for a ride, not to *help her move*.

2. (A) Correct. *At 8:30. She says I should probably leave around 8:30.*  
She does not need help at  
(B) 9:00,  
(C) 10:00 or  
(D) 11:00.
3. (C) Correct. *Keep an appointment.* He says *I have an appointment with a client.*  
(A) *Meeting a friend for breakfast* is not mentioned.  
(B) The woman, not the man, needs to go to *the airport.*  
(D) He does not say he plans to *arrive at work early.*
4. (B) Correct. *An opinion of the airline.* She asks if he would *recommend Prestige Air.*  
(A) She does not ask for *transportation to the airport.*  
(C) She wants to know about flying to New York, not *accommodation in New York.*  
(D) The woman does not ask for a recommendation for a restaurant.
5. (C) Correct. *The seating was uncomfortable.*  
(A) He said the food was good.  
(B) *Extra services* are not mentioned.  
(D) *The price* is not mentioned.
6. (D) Correct. *The tasty meals.* He says that they were *as good as I've had in many restaurants.*  
(A), (B) and (C) are not mentioned.
7. (B) Correct. *In an appliance shop.* The second woman is talking about her vacuum cleaner which is an *appliance.*  
There is nothing to suggest they are  
(A) *at a clothing store* or  
(C) *a dry cleaner's*  
(D) The vacuum cleaner needs to be repaired, but she has taken it back to the store, not to a *repair shop.*
8. (B) Correct. The vacuum cleaner *does not work properly.* The customer says *It doesn't pick up much dust and it makes a loud noise.*  
(A) This is not mentioned.  
(C) A customer is not looking for merchandise, but returning faulty merchandise.  
(D) This is not mentioned.
9. (C) Correct. A receipt from a transaction. The first woman says *Please show me your sales receipt.*  
(A) The customer has to show when she bought the vacuum cleaner, not when a *problem occurred.*  
(B) *A credit card number* and  
(D) *a telephone number* are not mentioned.
10. (D) Correct. *At an airport.*  
(A) The woman is already traveling. She is not *in a travel agency.*  
(B) She is not at a *hotel.*  
(C) She says she just arrived on a *flight* which means she must be at an airport, not in a *train station.*
11. (A) Correct. She says *I waited until all the luggage came out but my suitcase wasn't there.*  
(B) She says that she *just arrived on flight 245.*  
(C) She doesn't mention her *passport.*  
(D) She doesn't say her *purse is missing.*
12. (D) Correct. *Providing contact information.* He says *Leave us a phone number where we can reach you.*  
(A) *Calling her office* is not mentioned.  
(B) She says there are *documents* in her suitcase.  
(C) *Notifying a sales representative* is not mentioned.

## C Learn by doing

### Possible answers

- A: A group of us are going for Greek food on Wednesday night. Would you care to join us?  
B: I really would, but unfortunately I have to pick up my sister from school.  
A: Oh, too bad. Maybe another time then.  
B: Yes, for sure. Thanks for the offer.
- C: Excuse me. Can I cash a check in this shop?  
D: No, I'm afraid not. We don't accept checks.  
C: Oh, do you know of anywhere around here I can cash one?  
D: Sorry, I'm afraid I don't.

## D Further study

### Student's own answers



## Unit 25

### Part 4: Talks

#### A Focus

##### 1 Language building

- (A) – double  
(B) – manager  
(C) – increased
- (A) – chef  
(B) – pay  
(C) – luggage

##### Follow up

manager – boss  
increased – went up  
chef – cook  
pay – give money  
luggage – bags

##### 2 Test tactic

###### A

- (B) Correct. The speaker says *tags must be worn ... to gain entry to the lecture halls*.  
(A) Wrong. This is not mentioned.  
(C) Wrong. The presentations are starting shortly, but this is not given as a reason for wearing identification tags.
- (A) Correct. The speaker says *I would like to remind all conference guests to read the presentation timetable, which includes the names of all presenters*.  
(B) Wrong. This is not mentioned.  
(C) Wrong. Mobile phones are mentioned but not as means of checking for information.
- (C) Correct. The speaker says *so as not to disturb any presentations*.  
(A) Wrong. Safety is not mentioned in relation to phones.  
(B) Wrong. The speaker says *so as not to disturb any presentations*.

###### B

- (A) Correct. The speaker says *we pride ourselves on using not only the finest quality material, but also on keeping prices affordable*.  
(B) Wrong. The speaker mentions *keeping prices affordable*.  
(C) Wrong. The speaker mentions a *25 percent discount*, not that they are 25 percent warmer.

- (A) Wrong. They use *the finest quality material*.  
(B) Correct. The speaker says *You'll always know it's a Seymour suit by the patented breathable lining*.  
(C) Wrong. Although this is true, it is not mentioned as a way of identifying a genuine Seymour suit.
- (A) Wrong. We do not know if it is winter.  
(B) Wrong. According to the speaker they can create a good first impression, but this is not given as a reason for buying the suits.  
(C) Correct. The speaker says *Hurry now, while stocks last*.

##### 3 Tactic practice

- (C) Correct. The speaker asks him to come to the information counter to *collect his boarding pass*.  
(A) Unattended bags are mentioned, but not in relation to Mr. Heinrich.  
(B) The speaker, not Mr. Heinrich, is making an announcement.  
(D) The speaker mentions *unattended packages*, but not in relation to Mr. Heinrich.
- (B) Correct. The speaker says *we would like to ask all passengers on flight 145 to Moscow to please make their way to gate number 12*.  
(A) Mr. Heinrich should go to the information counter, not *gate number 12*.  
(C) Only passengers for flight 145 to Moscow should *go to gate 12*.  
(D) *Airport security* is mentioned, but not in this context.
- (A) Correct. The speaker says *this flight is now ready for boarding*.  
(B) This is not mentioned in connection with the Moscow flight.  
(C) This is not mentioned.  
(D) Mr. Heinrich should collect his boarding pass, not the passengers going to Moscow.
- (D) Correct. The speaker says *Vending machines are available ... providing ... single-use toiletry and personal grooming products*.  
(A) This is not mentioned.  
(B) Guests should *dial 2* for the concierge.  
(C) *The housekeeper* deals with laundry, not sales of *razors and toothbrushes*.

5. (D) Correct. The speaker says *If you wish to make an outside call, please dial 9 before entering the country or area code.*  
 (A) Guests dial 1 to connect to the operator and for 24-hour room service.  
 (B) Guests contact the concierge for any other services, taxi appointments and inquiries.  
 (C) The speaker says you must dial 9 before entering the country or area code.
6. (A) Correct. The speaker says *Any laundry that requires cleaning can be taken to the housekeeper.*  
 (B) The speaker says *For ... inquiries, please call the concierge.*  
 (C) Guests should dial 9 for an outside call.  
 (D) Toiletries can be purchased from the vending machines.

### Understanding natural English

The train was delayed by *half an hour*.  
 They first charged only 10 cents a box.

### B Mini-test

1. (B) Correct. A company executive. The speaker says *the tour will explain the history of our company.*  
 (A) A history teacher would not talk about our company.  
 (C) A tour guide would not refer to Weller Candy as our company.  
 (D) The speaker says Samuel and Rebecca Weller created candy for their children. This was the start of the company ninety-six years ago, so Samuel Weller would be dead.
2. (B) Correct. *It is a healthy dessert.*  
 (A) The Wellers made it for their children, but there is nothing to suggest it is named after a child.  
 (C) The speaker says *a box costs 45 dollars so it is still available.*  
 (D) There is nothing to suggest it is difficult to make.
3. (A) Correct. 10 cents  
 (B) It was not 25 cents.  
 (C) It was 10 cents not 10 dollars.  
 (D) It now sells at 45 dollars a box.
4. (D) Correct. *It will snow a little.* – The speaker says we expect light snow.  
 (A) It will not get warmer because *the warmer than average temperatures will be ending.*  
 (B) There will be clouds and snow, so it will not become sunny.  
 (C) Rain is not mentioned.
5. (B) Correct. 33 degrees  
 (A), (C) and (D) are not mentioned.
6. (A) Correct. The speaker says *At night, temperatures will drop below freezing, so please be careful on those slippery roads.*  
 (B), (C) and (D) are not mentioned.
7. (C) Correct. *At a train station.* The speaker uses the words *train* and *platform*.  
 The announcement is not being made  
 (A) at an airport,  
 (B) at a bus stop or  
 (D) at a travel agency.
8. (A) Correct. The speaker says *The train was delayed ... due to mechanical failure.*  
 (B), (C) and (D) are not mentioned.
9. (A) Correct. The speaker says *We recommend that passengers purchase food and refreshments prior to boarding the train.*  
 (B), (C) and (D) are not mentioned.
10. (B) Correct. *There were technical difficulties.*  
 (A) and (C) are not mentioned.  
 (D) There is no time for any more questions due to the late start to the first presentation.
11. (D) Correct. *The speaker says our next speaker is someone that should be familiar to any of you who attended our conference here last year.*  
 (A) He is the head of Park-Lee industries, not a political leader.  
 (B) He is head of a company that produces semi-conductors, not a well-known film producer.  
 (C) This is not mentioned.
12. (C) Correct. The speaker says *he is here today to talk about recent developments in production technology that are revolutionizing his factory in Seoul.*  
 (A) The factory is being revolutionized, but a new factory is not being opened.  
 (B) This is not mentioned.  
 (D) Semi-conductors are mentioned, but not competition among producers.



## C Learn by doing

### Activity File 25a

#### "Why" questions

1. Why is the manager concerned about sales?  
(B) They have decreased in the last few months.
2. Why are travelers advised to avoid the region?  
(A) Governments are worried about their safety.
3. Why is there a delay in releasing the new product?  
(E) The latest model is still under development.
4. Why did the visit have to be rearranged?  
(C) There was a clash with the annual general meeting.
5. Why did the President miss the opening address?  
(D) His plane took off late.

### Activity file 25b

#### "How" questions

6. How can guests arrange transport to the airport?  
(F) By contacting the concierge.
7. How is the new product different from the old model?  
(H) There are a lot of innovations.
8. How will the weather be at the weekend?  
(G) Much the same as today.
9. How does the manager feel about the delay?  
(J) It is a potential problem.
10. How can travelers find out about friends or family in the area?  
(I) By contacting the emergency number.

## D Further study

### Student's own answers

## Unit 26

### Part 5: Incomplete Sentences

#### A Focus

#### 1 Language building

##### A

1. O
2. S
3. S
4. O
5. S
6. O

##### B

1. her
2. I/we, they
3. it\*
4. him
5. he
6. them

*\*Be careful with sentences with multiple clauses. The pronoun may be acting as the subject of a subordinate clause, though it is not the main subject of the sentence.*

##### C

1. P
2. A
3. P
4. A
5. A
6. P

##### D

1. mine
2. her
3. yours
4. their
5. my
6. his

#### 2 Test tactic

1. A
2. D
3. C
4. D
5. A
6. C

### 3 Tactic practice

- (A) Correct. *anything*  
(B) *anybody*,  
(C) *anywhere* and  
(D) *anyway* do not fit the context.
- (B) Correct. *she*  
(A) *her* is an object pronoun, but a subject pronoun is required here.  
(C) *hers* is a possessive pronoun.  
(D) *herself* is a reflexive pronoun, used after *she* for emphasis.
- (D) Correct. *him* – the object pronoun is required here.  
(A) *he* is the subject pronoun, but the object pronoun is required here.  
(B) *himself* is the reflexive pronoun, but the object pronoun is required here.  
(C) *his* is the possessive pronoun, but the object pronoun is required here.
- (A) Correct. *any*  
(B) *each* does not make a logical sentence.  
(C) *some* is not used with a negative in this way.  
(D) *a lot* would need to be followed by *of* and the plural of the countable noun.
- (C) Correct. *both*  
(A) *either* means “one or the other”. *Both* is needed here as Jane and her assistant were amazed.  
(B) *each* requires a singular verb.  
(D) *any* does not fit the sentence.
- (C) Correct. *them*. The object pronoun is needed here.  
(A) *they* is a subject pronoun.  
(B) *their* is the possessive adjective.  
(D) *themselves* is a reflexive pronoun.
- (D) Correct. *our*. The first person plural possessive adjective is needed here.  
(A) *I* is a subject pronoun of the first person singular.  
(B) *my* is the possessive adjective for the first person singular.  
(C) *us* is the object pronoun of the first person plural.
- (D) Correct. *near*  
(A) *between* needs to be followed by a noun the word *and*, then a second noun.  
(B) *Against* is not used in this way. “Opposite” or “next to” could be used to complete this sentence.  
(C) *along* can be used with *river*, but not with *office*.
- (A) Correct. *mine*  
(B), (C) and (D) do not fit the meaning of the sentence.
- (D) Correct. *valuable* – an adjective is needed here before the noun *construction contracts*  
(A) *valuably* is an adverb.  
(B) *values* is a noun and a verb form.  
(C) *value* is a noun and a verb form.
- (B) Correct. *several*  
(A) The plural verb form *were* indicates that a plural determiner is needed so *one* is not correct.  
(C) *any* is used with questions and negatives, not positive statements.  
(D) *much* is used with uncountable nouns.
- (D) Correct. *itself* – the reflexive pronoun is needed here.  
(A) *its* is a possessive pronoun.  
(B) *hers* is a possessive pronoun.  
(C) *herself* is a reflexive pronoun but for a feminine subject – *women’s fashions* do not have a gender.
- (C) Correct. *Few*  
(A), (B) and (D) do not fit the meaning of the sentence.
- (A) Correct. *neither*  
(B) *both* would be followed by a plural verb form.  
(C) *all* would be followed by a plural verb form.  
(D) *either* doesn’t fit the context.
- (D) Correct. *necessary* – an adjective is needed here.  
(A) *necessitate* is a verb.  
(B) *necessarily* is an adverb.  
(C) *necessity* is a noun.

### B Mini-test

- (C) Correct. *anything*  
(A) *everyone* does not make a logical sentence.  
(B) *everything* is not used with a negative.  
(D) *anyone* does not make a logical sentence.
- (D) Correct. *receptive*  
(A) *receiving* is the gerund and does not fit the sentence.  
(B) An adjective not a verb is needed here.  
(C) An adjective not a noun is needed here.



12. (A) Correct. *you* – an object pronoun is required here.  
 (B) *your* is a possessive adjective.  
 (C) *yourself* is a reflexive pronoun.  
 (D) *yours* is a possessive pronoun.

### C Grammar practice

1. she
2. she
3. she
4. she
5. It
6. she
7. she
8. It
9. she
10. she
11. she
12. it
13. she
14. She
15. it
16. it
17. she
18. it
19. she
20. Someone
21. my
22. someone
23. her
24. someone
25. his
26. they\*
27. it
28. They
29. their
30. they
31. Someone
32. my
33. Someone
34. my
35. Someone
36. my
37. she
38. She

\*They is used to refer to more than one unknown person or to a single person if we are not sure if they are male or female.

## Unit 27

### Part 6: Text Completion

#### A Focus

#### 1 Language building

##### Time

##### A

1. at
2. since
3. for
4. in
5. on

##### Follow up

1. at
2. on
3. in
4. for
5. since

##### Position

##### B

##### Student's own answers

##### Direction

##### C

1. into
2. to
3. along
4. around
5. across
6. through

#### 2 Test tactic

##### A

1. because
2. but
3. or
4. and
5. nor

##### B

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

### 3 Tactic practice

- (A) Correct. *to*  
(B) This fits grammatically, but does not make logical sense.  
(C) This does not fit grammatically.  
(D) This fits grammatically, but does not make logical sense.
- (B) Correct. *and*  
(A) The clause refers to additional information, not contrasting information.  
(C) The clause does not give a reason.  
(D) The clause is not a question or *if*-clause.
- (D) Correct. *until*  
(A) *in* is not used with a date.  
(B) *across* does not fit the context.  
(C) *since* refers to a time in the past.

### B Mini-test

- (D) Correct. *in*  
(A) *while* usually refers to two things happening at the same time, or to mean "when" and is not appropriate in this context.  
(B) *Since* combines with a specific point in time, not a period of time.  
(C) *at* is usually used with a point in time, not a period of time.
- (B) Correct. *have seen*  
(A) *will see* refers to the future; the sentence refers to the *last fifty years*.  
(C) *had seen* refers to a concluded period. The present perfect is required because the period referred to, *the last fifty years*, continues to the present.  
(D) *see* does not refer to the past.
- (A) Correct. *through*  
(B) *Spreading out through* would be possible.  
(C) *Spreading between* needs to be followed by a noun, the word *and*, then another noun.  
(D) *Spreading* does not combine with *without*.
- (D) Correct. *before*  
(A) *since* is not logical in this context.  
(B) *during* must be followed by a noun and would not be logical here.  
(C) *through* needs to be followed by a noun.
- (C) Correct. *into*  
(A) This does not form a logical sentence.  
(B) *at* is not an appropriate preposition in this context.  
(D) *with* is not logical in this context.
- (B) Correct. *both*  
(A) *neither* refers to one of two things and means *not one*, whereas two groups of people are referred to here.  
(C) *also* could be used if the sentence was reformulated to "Following these simple guidelines can improve hiring procedures for us and also for our potential employees."  
(D) *either* refers to one of two things, whereas *both* refers to two things.
- (A) Correct. *on*  
(B) *at* does not collocate with *March 27*.  
(C) *since* can collocate with *March 27* but is not appropriate in this context.  
(D) *by* is used to talk about an action that will happen before a certain time or at a certain time at the latest. The time of the visit is fixed and so will not happen *before* or *by* *March 27*.
- (C) Correct. *at*  
(A) *into* indicates movement, so "go into the airport" is possible, but you *meet someone at the airport*.  
(B) *through* indicates movement from one place to another and is not appropriate in this context.  
(D) *on* does not collocate with *airport*.
- (C) Correct. *before*  
(A) The use of *while* is not logical as the meeting needs to take place before he leaves.  
(B) *since* refers to a period of time and does not fit the sense here.  
(D) *after* is grammatically correct, but is illogical. The meeting needs to take place before he leaves.
- (B) Correct. *will rent*  
(A), (C), and (D) are not future forms, which are required here, as indicated by the later reference that a staff member has been asked to call and make the booking, but has not done so yet.
- (D) Correct. *Not only*  
(A), (B), (C) do not refer to two things, as implied by the word *also* in the second clause.
- (C) Correct. *with*  
(A), (B), and (D) do not carry the meaning of "something done together" that is required in this sentence.



## C Grammar practice

1. for
2. on
3. As
4. to
5. at
6. at
7. about
8. through
9. at/outside
10. so
11. or
12. around
13. before

## Unit 28

### Part 7: Reading Comprehension

#### A Focus

##### 1 Test tactic

###### A

1. C
2. A
3. B
4. F
5. D
6. E

###### B

1. A
2. B
3. B
4. A
5. A
6. B

##### 2 Test tactic

###### A

1. E-mail
2. E-mail
3. Ad
4. E-mail
5. Both

###### B

1. (B)
2. (C)
3. (B)
4. (C)
5. (A)

##### 3 Tactic practice

1. (D) *Correct. Shoppers* – The report is from a magazine that tries to keep *consumers* informed.  
(A), (B) and (C) are not the intended audience.
2. (D) VFG
3. (A) *It stayed largely unchanged.*

4. (A) Correct. The advertisement says that the hotel is *just five minutes from the beautiful blue waters of the Aegean*.  
 (B) *30 minutes* is how long it took to walk to the nearest town.  
 (C) *One hour* is not mentioned.  
 (D) *2 hours* is the length of the boat trip.
5. (C) Correct. The advertisement states that *Holidays include ... a boat trip to nearby Turkey*.  
 (A) *A suite of rooms* is not mentioned.  
 (B) *A private bathroom* is mentioned, but not a private beach.  
 (D) *Historic ruins* are not mentioned.
6. (D) Correct. He lists several details about the hotel that the advertisement described and the ways in which these failed to live up to expectations.  
 (A) He was unhappy only one of the hotel's pools was open.  
 (B) He was angry his room did not have a *balcony*.  
 (C) He says the Jacuzzi was *not there at all*.
7. (B) Correct. He says *The hotel's restaurant was excellent*.  
 (A) He says *I was led to believe that all rooms in the hotel had a balcony with a view of the beach ... but (my room) faced away from the sea*.  
 (C) He says *we took the tour to Turkey, but could not leave the boat*.  
 (D) He says *my family had to walk about 30 minutes into the nearest town to eat, as there was no evening bus service*.
8. (C) Correct. *The snorkeling tour*  
 (A) This visit was not one of the two options.  
 (B) This is the trip he took.  
 (D) The holiday is in *Kefalonia*.
2. (D) Correct. At \$18.95 this was the most expensive single item.  
 (A) The *Spaghetti with Meat Sauce* is \$14.95.  
 (B) The total for *coffees* is \$19.80, but they are only \$4.95 each.  
 (C) The total for *Tropical Fruit Punch* is \$25.70, but they are \$12.85 each.
3. (C) Correct. Under *room type* the form says *twin*. Under *special requests* it says *balcony*.  
 (A) *Twin* is indicated on the form, not *double*.  
 (B) *Private bath* is specified under *special requests*.  
 (D) *Twin* is indicated on the form, not *double*.
4. (B) Correct. *Jim Ng*.  
 (A) *Sam Fletcher* is the name of the guest.  
 (C) *Ana Fletcher* is the name of the guest.  
 (D) *Victor Louis* is the name of the road where the guests live.
5. (C) Correct. The phrase, *as predicted*, shows that they were as expected, that *they meet expectations*.  
 (A) The text does not say that *they need to be refined* although it implies they will be refined.  
 (B) The changes have been made *with no additional costs*.  
 (D) *The change in interview format has shown a significant increase in the level of education of new recruits* so the changes are not *insignificant*.
6. (A) Correct. *Candidates with Master's degrees*.  
 (B) This group provided 20% and 15%.  
 (C) This group provided 20% and 10%.  
 (D) This group provided 10% and 10%.
7. (D) Correct. *In the old interviews results*, most recruits were university graduates, not high school graduates.  
 (A) It increased from 45% to 55%.  
 (B) It remained constant at 10%.  
 (C) It dropped from 20% to 15%.
8. (A) Correct. The first line of the text confirms this: *This is just a quick note to let you all know the arrangements for next week's year-end party*.  
 (B) The memo mentions traveling by car, but this is not the main purpose.  
 (C) The memo does not *ask for help*.  
 (D) This is not the main purpose.

## B Mini-test

1. (C) Correct. On the bill there are four main courses, four drinks, four desserts and four coffees.  
 (A) The *spaghetti* dishes are cheaper than the *pizza* dishes.  
 (B) There are only two *mineral waters* on the bill.  
 (D) There are four *desserts* on the bill.



9. (D) Correct. He asks about tickets for his brother and wife.  
(A) He asks the price of extra tickets for the party, not for a movie.  
(B) He says *I will be able to attend*.  
(C) He does not ask for directions to a hotel.
10. (A) Correct. *Payment for extra guests*.  
(B), (C) and (D) are all mentioned in the memo.
11. (C) Correct. He asks, *can you let me know how much I should pay for their tickets?*  
(A) He mentions the correct date.  
(B) He does not ask for directions.  
(D) He already knows the *name of the organizer*.
12. (C) Correct. He says *I'll be in my office until the 17th*, so this is when he needs to know by.  
(A) *November 26* is the date Annette sent the memo.  
(B) *November 28* is the date of Kyle's e-mail reply.  
(D) The party is held on *December 21* so he would need the information before then.

## C Reading in action

### A

1. A high-level secretary and a secretarial position in a film company.
2. Three to five years for the first job, two years for the second job.
3. Good communication skills, reasonable computer skills and the ability to type 80 words per minute are required for the first job. The ability to speak French and Spanish is also mentioned as an advantage. For the second job, secretarial skills and word processing are mentioned.
4. The first job requires a higher level of experience, and specifically experience working with top management. The second requires general secretarial skills and a knowledge of the movie business.

### B

Yes. Miriam Masters has four years' experience. She has two years' experience working with top management, can type at 100 wpm, and speaks good Spanish and basic French. Good communication skills and reasonable computer skills can be inferred from this level of experience.

### C

1. I am writing in reply
2. very excited to hear
3. a secretary
4. have been responsible
5. secretarial duties
6. good at word processing
7. my enthusiasm for the job
8. my knowledge of

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