

TOEIC® UPGRADE

Actual Test 3
Transcript & Answer Key

Transcript

PART 1

1. (A) A man is fishing from a dock.
(B) A man is sailing on the water.
(C) A man is fishing with a rod.
(D) A man is swimming in the water.
2. (A) She is leaning over a microscope.
(B) She is mixing some chemicals.
(C) She is examining a notepad.
(D) She is putting on gloves.
3. (A) They are driving a truck.
(B) They are opening a drawer.
(C) They are moving a box.
(D) They are lifting some furniture.
4. (A) A television is hanging over a chair.
(B) Cushions are lying on the floor.
(C) A lamp stands beside a table.
(D) There is a sofa against the wall.
5. (A) A man is speaking into a microphone.
(B) A man is addressing a couple of people.
(C) Some people are entering an auditorium.
(D) Some people are leaving an auditorium.
6. (A) Some bins are placed on shelves.
(B) Workspaces are arranged in a circle.
(C) Some chairs are placed in front of desks.
(D) The desks are stacked in a corner.
11. Why is the carpet wet?
(A) I'm expecting rain.
(B) It was made in Egypt.
(C) The windows were open overnight.
12. Why has the train stopped here?
(A) I didn't think it would rain.
(B) They'll make an announcement soon.
(C) No, thanks, I can take the bus.
13. Do you want to take a break now or later?
(A) Let's work for another half hour.
(B) On September 6th.
(C) They bake everything early each morning.
14. Can I get some ice for my drink?
(A) He's always so nice.
(B) Sure, I'll be right back.
(C) Yes, a glass of juice, please.
15. Do you mind if I change the channel?
(A) Wait, I want to watch the news.
(B) I'm enjoying it as well.
(C) Yes, I have a lot on my mind.
16. There weren't many customers over the weekend.
(A) That's a good idea.
(B) Yes, I saw our sales numbers.
(C) He's a regular customer.
17. We should empty the bin, shouldn't we?
(A) I'll do it once I've finished this.
(B) Either is OK.
(C) No, it's completely full.

PART 2

7. May I ask you a question?
(A) Please, go ahead.
(B) No, I never have.
(C) No, I don't remember.
8. Where did I put my glasses?
(A) I saw a pair on the bathroom sink.
(B) It seems to be plastic.
(C) I've never needed them.
9. How many tablets should I take a day?
(A) Until you run out.
(B) Just with a glass of water.
(C) Take three, one after each meal.
10. What feedback did she give?
(A) I haven't spoken with her yet.
(B) Yes, I've been having back problems too.
(C) That's absolutely right.
18. Was it worth renting a car?
(A) It was a lot more convenient.
(B) I borrowed it for two days.
(C) My friend went with me.
19. Sir, the doctor will see you in Room 2.
(A) I'm not a doctor.
(B) Thanks. Which way is it?
(C) I booked the room for four nights.
20. Which computer has the issue?
(A) Never mind; it's working again.
(B) There's a tissue box on the desk.
(C) They issued a monthly magazine.
21. Who's in charge of the finance division?
(A) Actually, the position is currently vacant.
(B) I usually charge my phone when I get home.
(C) She works so hard.

- 22.** When did Paul start working for us?
 (A) He's been here at least ten years.
 (B) He's a good boss.
 (C) He runs our office in India.
- 23.** Do you think we can invite more guests?
 (A) I'm thinking about tomorrow's meeting.
 (B) Yes, I was invited too.
 (C) No, the restaurant only seats thirty people.
- 24.** It's hard to see the screen from here.
 (A) I thought the chairs were quite soft.
 (B) Let's move forward a few rows.
 (C) No, it's a small screen.
- 25.** Couldn't we find a better room?
 (A) It's nice, isn't it?
 (B) Hopefully, the weather will stay fine.
 (C) This is the best they had available.
- 26.** Won't using a courier cost too much?
 (A) Our usual courier service is the best.
 (B) No, it's one box, not two.
 (C) The price doesn't really matter.
- 27.** When do the cleaners generally come?
 (A) The client will arrive next Monday.
 (B) I suppose the floor is clean enough.
 (C) The contract says Mondays and Thursdays.
- 28.** Which jacket looks better on me?
 (A) I liked the first one.
 (B) Not that I'm aware of.
 (C) It's 15% off.
- 29.** What brand is our microwave?
 (A) It only cost \$60 or so.
 (B) No, it's brand-new.
 (C) I'm not sure. I can't see the logo.
- 30.** Do you know why Michelle isn't here?
 (A) Well, that was my plan.
 (B) She's at a training session.
 (C) I thought she agreed to it.
- 31.** I heard the director wasn't pleased with the proposal.
 (A) No, I don't really mind.
 (B) We followed the directions carefully.
 (C) I wasn't that impressed either.

PART 3

Questions 32-34 refer to the following conversation.

- W:** Good morning. Could I please exchange this money for Australian dollars? I'm leaving on a family trip on Thursday and we need some cash. I had wanted to wait until the exchange rate was a bit better, though.
- M:** Certainly, ma'am. Do you want it in big bills, or a mixture of big and small bills? I should mention that we don't have many 20-dollar bills this morning. There might not be enough.

W: That's fine. I suppose a variety would be best. And can you put the money in an envelope for me?

Questions 35-37 refer to the following conversation.

- W:** Hello, I'd like to speak with Dr. Bryce, please. I'm a reporter from *The Pembroke Herald*.
- M:** Is Dr. Bryce expecting your call?
- W:** No, he's not. He appeared in a television interview recently, and he made a lot of interesting points about the local tourism industry. My editor thought I could write a good newspaper article about it.
- M:** I'm sorry, but Dr. Bryce only speaks with the media at arranged times. His schedule is very busy. This might not help you, but he'll be speaking at a book launch on Tuesday. He might have time for some questions then.

Questions 38-40 refer to the following conversation.

- W:** Hi, Arthur. How are you? It's Gemma. I got my water bill today, but it includes charges from the period before I moved in. I think the person who lived in the apartment should pay this, not me.
- M:** Are you sure? You've been living there for a few months, haven't you?
- W:** No, I moved in three weeks ago, in late December. The bill is charging me for October and November, as well as December.
- M:** Oh, I see. Well, don't pay it yet. I'll get in touch with the owner of the property and see what happened. Hopefully, it's easy to fix.

Questions 41-43 refer to the following conversation and graphic.

- M:** I just looked at our flight details, and I hadn't realized we were arriving so late. We land at Mattala Airport at midnight!
- W:** I know. I tried to find a hotel near the national park, but they're all too expensive. Let's find a way to travel into the city and stay at a hotel there. There are better options, and the prices are pretty reasonable.
- M:** OK. Do you mind choosing a hotel while I look at what kind of transportation there is? There's no train line, and I doubt that buses will be running once we get out of the airport. I'll see how much the taxi fare is.

Questions 44-46 refer to the following conversation with three speakers.

- W1:** Anthony, the director has organized a company meeting for today, but someone should stay here at reception in case we get any visitors.
- W2:** And there might be a few phone calls, too. Do you mind staying back?
- M:** That's fine, I don't mind at all. In fact, I'm busy checking résumés for the sales position. If there's anything important discussed at the meeting, someone can tell me about it later.
- W2:** Thank you. Then what about taking your lunch break early? The meeting will start at 2 o'clock, so just make sure you're back in the office on time.

Questions 47-49 refer to the following conversation with three speakers.

- M1:** Suzanne, because it's your first shift now, we're going to lend you one of our waitress uniforms.
- M2:** Yes, but later in the week we'll order a new one for you. Do you know what size you need?
- W:** Can I try this one on? I think this size will fit me, but I'm not sure.
- M1:** No problem. There's a changing room next to the kitchen. Please take the uniform home tonight and have it washed before you return it. When's your next shift?
- W:** Samantha said there are a lot of bookings this week, so I'm scheduled to work from Wednesday to Saturday.

Questions 50-52 refer to the following conversation.

- W:** Good afternoon. A month ago I ordered five boxes of cookies. They arrived fast and I've been enjoying them, but today another five boxes were delivered. I only wanted one delivery.
- M:** I see. The company's service is monthly. When you paid for your first order, you were automatically signed up for regular monthly deliveries.
- W:** Oh, I didn't realize that. Can I cancel my service, then? I still have some boxes from the first delivery. I don't need all these cookies.
- M:** Of course. I'm sorry for the misunderstanding. As long as you haven't opened the new delivery, we can send a driver to pick it up if you like.

Questions 53-55 refer to the following conversation.

- M:** Laura, do you have a contact number for our co-workers in New York? I've noticed an error in their report about the company's quarterly profits, so I better ask them about it.
- W:** What about e-mailing them? Because they're in another time zone, it's hard to find a convenient time.
- M:** I'd prefer to call them in this case. I have a few meetings today, and I don't want to waste too much time on this.
- W:** OK. Well, I've spoken to Mark over there before. I'll give you his number. Just let me look up what time it is over there.

Questions 56-58 refer to the following conversation and graphic.

- W:** Hello? My name is Penny Smith. I made a booking at your hotel, but I accidentally gave the wrong e-mail address, so I didn't get a confirmation e-mail.
- M:** Sure, I can fix that for you. Can you give me your reservation details and e-mail address?
- W:** I booked a garden-view room from the 3rd of May. It's for three nights. My e-mail address is psmith@net.vt. Also, do I need to print out the booking e-mail to show when I check in?
- M:** No, you'll just need to show some ID at reception. I'll just need a moment to update your booking, and then the message should appear in your inbox.

Questions 59-61 refer to the following conversation.

- M:** Hello, Kate? It's Ryan. We've finished up, so your food trays can be collected now.
- W:** OK, thanks for letting me know.
- M:** Thank you for all your good work. We ask our attendees to fill out a survey after every seminar, and your catering always gets a lot of positive feedback.
- W:** Oh, no problem at all. I'm glad people enjoyed it. I'll send one of our people to come and collect everything. He'll be twenty minutes or so.
- M:** Can you ask him to call me when he's parked outside the building? We work in a secure area, so he won't be able to come inside unless a staff member goes out to meet him.

Questions 62-64 refer to the following conversation.

- W:** Hi, can I see your library card, please?
- M:** Yes, but first, what's your policy for renewing materials? I want to borrow these videos and magazines as well as this book, and I'll need them for a while.
- W:** You can borrow all of those for two weeks, and the books and videos can be renewed three times. Unfortunately, magazines can't be renewed.
- M:** What if magazines are brought back late?
- W:** There's a 50-cent fine for every day that each one is overdue.
- M:** OK, I'll just need to do my research fast, then. Here's my card.

Questions 65-67 refer to the following conversation with three speakers.

- W1:** Could you push the button for the eighth floor, please?
- M:** Sure, I can see you both have your hands full. Can I give either of you a hand with those boxes?
- W2:** No thanks, they're not heavy—just some clothes.
- M:** I assume you're moving into the building, then?
- W1:** Yeah, we were really glad to get the last two-bedroom unit available. Do you live here too?
- M:** Yes, my wife and I are one floor above you, in number 905. Why don't you come by for coffee? We can tell you about the building and the neighbourhood.
- W2:** That would be great, thanks! Oh—here's our floor.

Questions 68-70 refer to the following conversation.

- W:** Could you please tell me a little about your first job?
- M:** Well, after college I entered a training program for the corporate division of an electronics company. It was for future marketing managers.
- W:** I see, and what did the program involve?
- M:** I spent six months working in different departments, to get to know how they work. I also went out with sales representatives to visit customers.
- W:** That sounds like good preparation to work with us. Why did you leave that company?
- M:** Actually, I loved the job, but I was laid off after two years.

PART 4

Questions 71-73 refer to the following telephone message.

Hello, my name is Simon Taylor and I'm calling about the terms of my travel insurance. My wife and I paid for the Budget Cover option. Well, this morning we were involved in a motorcycle accident. My wife has broken her arm. She's recovering in the hospital right now, but I'm worried about the medical expenses. What kind of paperwork should we get from the hospital? Please let me know as soon as you can. I'll give you the number for the hospital, and they can get in touch with us. It's 353-1124.

Questions 74-76 refer to the following telephone message.

Hello, this is Christina Lee from the Jadewood Post Office. You have a parcel waiting here for collection. If you'd like, you can come and pick it up before closing time at 5 o'clock today. Otherwise, we're open on weekdays from 9 a.m. The thing is, the parcel is quite heavy, so I'd recommend bringing someone with you to help. Also, I'd just like to remind you that any package that isn't collected within seven days is returned to our primary mail center. Please bring some identification with you. Thank you. Have a nice day.

Questions 77-79 refer to the following talk.

We've discovered that using secret shoppers is a very effective way to maintain the quality of our customer service. You must remember that several years ago we just asked our new employees to follow the training manual. Then we had a lot of problems with customer complaints and poorly trained staff. Well, by sending a secret shopper to each store at random times, we've gotten lots and lots of useful written feedback. So far, we've only used this strategy at our luxury brand stores. At the next managers' meeting, I'm going to suggest developing it to include every store we operate.

Questions 80-82 refer to the following excerpt from a meeting.

As I mentioned during our last meeting, we're still having trouble selling the apartments in the Marigold complex. At this rate, construction will be completed and half of the apartments will still be empty. The project has cost more than we predicted in the budget, so it's critical that we find interested buyers quickly. The value of homes in the area has dropped, so we really need to consider a reduction in the price of each apartment. It's really the only solution. If we can't sell enough of them, we'll have to request another loan from the bank before the end of the year.

Questions 83-85 refer to the following broadcast and graphic.

This is Kristin Powers for WMAQ radio. Before signing off, I'd like to wish all our listeners a relaxing and fun Friday off tomorrow for the holiday. There'll be lots to do downtown, including the holiday concert at 6:00 p.m. in Grant Park, right across from the History Museum. And there's no charge for admission, so don't miss it! Remember, though, that parking will be scarce, so public transport is a good idea. Speaking of which, the City Transit Authority has asked us to remind you about the holiday bus schedule. Even though it's a weekday, downtown buses will be running on their weekend schedule, so keep that in mind.

Questions 86-88 refer to the following telephone message.

Hi Tom, I hope you're well. The new refrigeration unit for the factory has arrived. The manufacturer sent two of their technicians to help with the installation. Unfortunately, an incorrect model was delivered. We ordered a much smaller unit than this one. In fact, we can't even get it through the factory doors. The manufacturer is shipping the correct model ASAP. So we'll just have to be patient, I guess. When I get back to the office Monday, I want to check our order paperwork to see what caused the mistake. Anyway, the director already knows about the problem. I'll call you when I have an update on the delivery.

Questions 89-91 refer to the following broadcast.

To celebrate the release of the movie *Hurricane Blues*, twenty lucky listeners can win VIP passes to the world premiere on March 24. The premiere will be held at the Bay Avenue Theatre, and the whole cast and crew will be there to answer some questions from the audience after the screening. To enter the competition, simply answer the question, "Who is the lead actress in the film?" by text message to 421-2211. This is the biggest blockbuster of the year, so we're going to get a lot of interest. The line is open now, so start texting! We will be calling some of our winners in ten minutes' time.

Questions 92-94 refer to the following recorded message.

Thank you for calling Henford's 24-hour Tourist Information Center. All of our operators are currently busy. Please stay on the line and someone will be with you shortly. Have you visited our website at henfordtourism.com? With photographs, maps, details about popular destinations, and a range of discount coupons for international travellers, it's the best source of information for anyone wanting to maximize their travel experience in the Henford area. Did you know we now have several other language options? Please press the star button on your keypad for French, Spanish, or Chinese language support.

Questions 95-97 refer to the following announcement.

Hello, my name is Alan Bourne. I've been a volunteer here for about three years now. I'll be showing you around the different areas of the gallery and explaining the history of some of the artworks. I hope you have all gotten a brochure already as it has a lot of extra information. Please feel free to ask questions during the tour, and if I don't know something, I can ask our senior curator, Eleanor Walsh, at the end. We'll start with the feature exhibition, which contains artworks by Patrick Reinhart, the famous 19th-century German painter. His paintings were kindly loaned to us from a museum in Berlin. Right this way.

Questions 98-100 refer to the following announcement and graphic.

Attention, Pet World Plus customers! Welcome to the nation's biggest pet supply superstore, celebrating its 15th anniversary this year. We offer weekly sales with discounts on our already low prices. And for additional savings, don't forget to clip the Pet World Plus coupon in every-Saturday edition of your local paper. This week, top dog food brands are on sale. Get a 5-kilogram bag of dry dog food for just \$16, or two for \$30. And head over to the fish section to see our wide selection of aquariums. This week, you can get a state-of-the-art freshwater aquarium for the special low price of \$110. Happy shopping!

Answer Key

PART 1

1. (C) There is no dock in the picture.
2. (A)
3. (D)
4. (D)
5. (A)
6. (C)

PART 2

7. (A)
8. (A)
9. (C) Option (A) could answer a question starting with *When*.
10. (A) Option (B) might confuse you with the word *back*, which resembles *feedback*.
11. (C)
12. (B)
13. (A)
14. (B)
15. (A)
16. (B)
17. (A)
18. (A)
19. (B)
20. (A) Option (B) uses the word *tissue*, which sounds similar to *issue*, and option (C) uses the word *issue* in a different sense.
21. (A) Option (A) might confuse you by repeating the word *charge*.
22. (A)
23. (C)
24. (B) Option (A) might confuse you by using the word *soft*, which is related in meaning to *hard*.
25. (C)
26. (C)
27. (C)
28. (A) Answers to questions beginning with *Which* often contain the pronoun *one*.
29. (C)
30. (B)
31. (C)
32. (A) The woman says, "Could I please exchange this money for Australian dollars?"
33. (D)
34. (B)
35. (B)
36. (C)
37. (D)
38. (B)
39. (D)
40. (C) The man says, "I'll get in touch with the owner of the property..."
41. (B)
42. (A)
43. (A) Only two people are involved, and they are going downtown ("into the city").
44. (A) The woman mentions that "someone should stay here at reception."
45. (C)
46. (B)
47. (B)
48. (B)
49. (C)
50. (A)
51. (D)
52. (B)
53. (A)
54. (C)
55. (B)
56. (C)
57. (D)
58. (C)
59. (D)
60. (A)
61. (C) The man says, "We work in a secure area, so he won't be able to come inside unless a staff member goes out to meet him."
62. (D)
63. (D)
64. (B)
65. (C) At the beginning of the conversation, one of the women asks the man to "push the button for the eighth floor."
66. (B)
67. (A)
68. (D)
69. (B)
70. (C) The man states that he was laid off.

PART 4

71. (B) The speaker says, "My wife has broken her arm."
72. (A)
73. (A)
74. (A)
75. (A)

76. (A) The speaker says that “any package that isn’t collected within seven days is returned to our primary mail center.”
77. (A)
78. (A) The speaker says, “So far we’ve only used this strategy at our luxury brand stores.”
79. (B)
80. (D)
81. (B)
82. (A)
83. (C)
84. (A)
85. (D) The speaker states that buses will be running on the weekend schedule, and the concert takes place in the evening.
86. (D)
87. (A)
88. (C)
89. (D)
90. (C)
91. (D)
92. (C)
93. (C)
94. (A)
95. (A)
96. (A) The speaker describes Eleanor Walsh as “our senior curator.”
97. (D)
98. (A)
99. (B)
100. (B) The aquarium costs \$110, which means that it comes with a \$10 discount, according to the graphic.

PART 5

101. (A)
102. (A)
103. (D)
104. (A)
105. (D) The subject *Customers* is the receiver of the action of the verb *permit*, so the past participle is required.
106. (B)
107. (C)
108. (C) Of the answer choices, only *qualify* is normally followed by the preposition *for*.
109. (D)
110. (D) The article *a* is a clue that a singular noun is required for the blank.
111. (A)
112. (D)
113. (B)
114. (A)
115. (B) The phrase *in its ... history* is a clue that the superlative *most* is required for the blank.
116. (D)
117. (A)

118. (C)
119. (B)
120. (C) Since customers are human, *which* can be eliminated. The fact that a noun follows the blank is a clue that *whose* is required.
121. (A)
122. (B)
123. (B)
124. (C) The position of the blank at the end of the sentence is a clue that an adverb of manner is required.
125. (D)
126. (D)
127. (C)
128. (B)
129. (A)
130. (A)

PART 6

131. (B)
132. (B) Of the answer choices, only *such* can be followed by *a*.
133. (D)
134. (B)
135. (B)
136. (B) The following sentence refers to *This price increase*.
137. (B)
138. (A)
139. (C)
140. (D)
141. (A) The previous sentence mentions animal enclosures, and so does (A). The conjunctive adverb *also* shows how the sentences are related.
142. (C)
143. (C) *To honor* is an infinitive of purpose, as it explains the purpose of the award.
144. (C)
145. (D)
146. (C)

PART 7

147. (D)
148. (B)
149. (B)
150. (D) Val Nelson writes that they should “both try to be at Granger [Station] by 8:30.”
151. (B)
152. (B) The advertisement states that both of them “study full-time.”
153. (A)

154. (A)
155. (D)
156. (C)
157. (D)
158. (C)
159. (B)
160. (B) Mark T.'s review mentions that "each day they have a new special."
161. (B)
162. (A)
163. (D)
164. (C)
165. (C)
166. (B)
167. (A) Toby Bader writes, "Andrew will be present because he is our resident software guru," and *guru* is a synonym for *expert* in this context.
168. (C)
169. (A)
170. (C)
171. (B) The instructions state, "A trained electrician must carry out repairs to the appliance..."
172. (D)
173. (A)
174. (B)
175. (A) The letter says, "Gabriella started at the center as a casual staff member on a three-month work agreement."
176. (D)
177. (B)
178. (A) The e-mail mentions "all the new hiring we'll be doing in the next few months."
179. (C)
180. (D)
181. (A)
182. (D)
183. (B)
184. (D)
185. (A)
186. (A)
187. (B)
188. (D)
189. (C)
190. (B) Tina Goodwin paid for two full-price tickets, and the e-mail from Michael Caruso says that "we have refunded the full cost of one of the tickets."
191. (A)
192. (D)
193. (A)
194. (D)
195. (B) Jessie Tan writes that "you should definitely tell them [=the IT team] what they need to fix."
196. (D)
197. (C)
198. (B)
199. (D)
200. (A)