

Getting Started

A Guide to the Guide: How to Use This Book

About This Book

The TOEIC® Test is an increasingly important test. Over five million people around the world take this test annually. In an era of globalization, a knowledge of English, the global language, is a key to success. One measure of English proficiency is a high score on the TOEIC® Test. And a high score on the TOEIC® Test can be an important factor in being hired, promoted, or selected to travel and work internationally.

However, preparing for this test is not easy. Some of the books written to help you are badly organized, incomplete, or poorly written. Some of the “practice tests” have little resemblance to actual exams.

You need a guide you can depend on. That is why this book was written.

Complete Guide to the TOEIC® Test is a complete, accurate, and up-to-date preparation book. It is based on extensive research and on years of classroom experience in test preparation. It offers a step-by-step program that provides test-taking strategies and the development of language skills. It is based on the following simple philosophy:

- The same points are tested over and over on every TOEIC® Test.
- Each of these testing points is based on a clearly defined language skill.
- These skills can be mastered by guided practice.

The fourth edition of this *Guide* has been revised to reflect the changes in test format made by ETS in 2016. The scoring system, the total number of items, the time limits, and the level of difficulty of the test did NOT change.

Organization of the Guide

1. Getting Started

This is an introduction to the exam.

- **Questions and Answers about the TOEIC® Test**
This provides basic background about the format and scoring of the test.
- **Important Changes to the TOEIC® Test**
This provides a summary of the new question types that were introduced to the test in 2016.
- **Eight Keys to High Scores**
This helps you become a smarter test-taker by suggesting ways to arrange your preparation time, use the process of elimination, mark your answer sheet, control test anxiety, and learn other important test-taking techniques.

2. Listening Comprehension (Lessons 1–4)

This section of the book is designed to prepare you for the Listening Comprehension section of the TOEIC® Test (Parts 1–4). In order to complete the exercises for this part of the book, you must have the accompanying audio program. (See “Guide to Listening Comprehension,” page 11, for more information about using the audio program.)

3. Reading (Lessons 5–7)

This section is designed to prepare you for the Reading section of the TOEIC® Test (Parts 5–7).

Each of the seven lessons consists of these components:

- **Lesson Outline**
This provides a brief overview of the lesson.
- **Format**
This describes in detail the format of the problems in this part of the test.
- **Tactics**
This component discusses the best techniques for maximizing your score in this test part.
- **Preview Test**
This is a shortened version of the test part that familiarizes you with the directions and the most common types of items. Items for this section are used as examples in the next component.

- **Testing Points and Skill-Building Exercises**

This is the main component of each lesson. It breaks down the testing points into understandable individual units and offers numerous exercises designed to increase your skills.

- **Review Test**

This component offers a full-length test part so that you can practice testing points, not in isolation but in combination. Together, the seven review tests provide you with the equivalent of another full-length practice test.

4. Two Complete Practice Tests

These resemble actual tests in terms of format, content, and level of difficulty. To get the most of these exams, follow the suggestions in the section titled “How to Take the Practice Tests.”

The Audio Script and Answer Key for *Complete Guide to the TOEIC® Test* provides a written version of all the recorded material in the audio program, answers for all the exercises and tests, and explanations when appropriate.

Suggestions for Using the *Guide*

The *Complete Guide to the TOEIC® Test* is designed to be used either as a textbook for a TOEIC® preparation course or as a tool for individual learners who are preparing for the test on their own. If you are working alone, you will need to obtain the audio program that accompanies the book.

Whether working in a class or alone, you should begin preparing for the TOEIC® Test by reading the introductory lessons (“Getting Started”). Then you can work through the lessons one by one, or begin with the parts in which you feel you need improvement. You can usually make the fastest progress by working in the areas in which you are weakest.

When using the book in the classroom, the exercises work well as small-group or pair activities. Students may either work on the exercises together or complete them individually and then check and discuss them afterward.

Following are the amounts of time required to cover each part of the *Guide*. Keep in mind that these times are very approximate and do not include review sessions.

Getting Started	1–3 hours
Lesson 1	2–3 hours
Lesson 2	5–7 hours
Lesson 3	4–6 hours
Lesson 4	5–7 hours
Lesson 5	8–10 hours
Lesson 6	4–6 hours
Lesson 7	7–10 hours
Practice Test 1	3–4 hours
Practice Test 2	3–4 hours

If you have any questions, comments, or suggestions regarding this book or the TOEIC® Test itself, I would very much appreciate hearing from you. Please contact me care of the publisher:

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And good luck on the test!

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Questions and Answers about the TOEIC® Test

Q: What is the TOEIC® Test?

A: The TOEIC® (Test of English for International Communication) Test is a standardized test designed to measure a person's ability to understand English as it is used in international business situations.

The TOEIC® Test is designed, produced, and administered by Educational Testing Service (ETS) of Princeton, New Jersey. ETS produces many other standardized tests, such as TOEFL® (Test of English as a Foreign Language) and GRE® (Graduate Records Exam).

The TOEIC® Test was first administered in Japan in 1979 and in Korea in 1982. It is now given in over 90 countries all over the globe. In a recent year, more than 5 million candidates took the test. Every year, four new forms of the test are administered.

Q: How is the TOEIC® Test administered?

A: Most TOEIC® testing is arranged by a sponsoring organization (a multinational corporation, for example) and by a local agent that represents ETS. The dates, times, and locations of the testing are generally set by the sponsoring organization. In many places, there are also "open administrations." Anyone may register to take the test at an open administration. These are given at special centers, often at language schools or universities. For more information, contact the TOEIC® representative for your country or visit www.ets.org.

Q: What format does the TOEIC® Test follow?

A: All the questions on the current TOEIC® examination are multiple choice questions. Items in most parts have four answer choices; in Part 2, there are three answer choices. The test is divided into two main sections: Listening Comprehension and Reading. Each section contains 100 items. Listening Comprehension is divided into four parts, Reading into three. Each part has its own directions. The entire test takes about two hours to complete.

See page 4 for a summary of the new TOEIC® Test format.

Q: Who takes the TOEIC® Test?

A: Anyone who travels abroad on business or who has contact with international visitors is a likely candidate for the TOEIC® Test. All types of employees of international organizations may be asked to take the test: managers, marketing experts, sales representatives, customer service agents, flight attendants, hotel employees, customs officials, and others. Many organizations also require job applicants to take the TOEIC® Test. Many individuals take it on their own and include their test scores as part of their résumés.

Q: Who uses the TOEIC® Test?

A: TOEIC® clients include trading and manufacturing companies, government agencies, international banks, hotel chains, and airlines. Within these organizations, personnel directors, training managers, human resource managers, and English language program administrators use the scores.

Q: What contexts are used for TOEIC® questions?

A: Common contexts for TOEIC® questions are business situations (marketing, sales, contract negotiations, meetings), travel (airlines, taxis, hotels), entertainment (restaurants, movies, plays, museums), and health and fitness (doctors, dentists, exercise programs).

The New TOEIC® Test: Format

Test	Part	Content	Questions (previous)	Questions (new TOEIC)	Time (min)	Points	
Listening	1	Photographs	10	6	45	495	
	2	Question–Response	30	25			
	3	Short Conversations	30	39			
	4	Short Talks	30	30			
Reading	5	Incomplete Sentences (grammar/vocabulary)	40	30	75	495	
	6	Text Completion	12	16			
	7	Reading Comprehension	Single reading passages	28			29
			Multiple readings	20			10 (paired readings)
							15 (3-part readings)
Total			200	200	120	990	

Q: How is the TOEIC® Test scored?

A: Three scores are reported: a score for Listening Comprehension, a score for Reading, and a comprehensive score. To calculate these scores, the number of correct answers in each of the two main sections is first counted. These scores are called raw scores. Then the raw scores are changed to scaled scores by means of a conversion chart similar to the one on page 281. The scaled scores for the two sections are added together to obtain a comprehensive score. Scores on each of the two sections range from 5 to 495. Comprehensive scores range from 10 to 990.

The chart below provides an approximate guide to interpreting TOEIC® scores:

TOEIC Score	Level	CEFR*
910+	High advanced	C2
701–910	Advanced	C1
541–700	High intermediate	B2
381–540	Intermediate	B1
246–380	Beginner 2	A2
0–245	Beginner 1	A1

*Common European Framework of Reference for Languages

Q: How does the TOEIC® Test differ from the TOEFL® iBT Test?

A: The names of the two tests sound quite similar. Both measure a person’s ability to understand English, and both are standardized tests. However, there are a number of differences between the two exams, as shown in the following charts:

Purpose

The TOEFL® iBT Test

To measure the English-language proficiency of applicants for North American universities

The TOEIC® Test

To measure the English-language proficiency of employees, trainees, or prospective employees of international organizations

Format

The TOEFL® iBT Test

- 4 sections:
 - Reading**
36–70 multiple choice questions
 - Listening**
34–51 multiple choice questions
 - Speaking**
6 speaking tasks
 - Writing**
2 essays

The TOEIC® Test

- 2 sections:
 - Listening Comprehension**
100 multiple choice questions
 - Reading**
100 multiple choice questions

Delivery

The TOEFL® iBT Test

Internet computer

The TOEIC® Test

Paper-and-pencil based

Time Limits

The TOEFL® iBT Test

3½–4 hours

The TOEIC® Test

2 hours

Range of Scores

The TOEFL® iBT Test

0–120

The TOEIC® Test

10–990

Language

The TOEFL® iBT Test

Academic English as used in campus settings and university textbooks

The TOEIC® Test

International English as used in business settings

Important Changes to the TOEIC® Test

The 2016 changes introduced to the TOEIC® Test include new question types in Parts 3, 4, 6, and 7.

Listening Comprehension

Part 3: Short Conversations

- **NEW:** Visual aid analysis—Test-takers will read something (e.g., a coupon, a receipt, a map) as they listen, and answer a question that relates to both.
 - *Look at the graphic. What discount will the woman most likely receive?*
- **NEW:** 3-way conversation—One conversation (out of 13) will involve 3 speakers. Speakers take more turns talking, with exchanges of different sentence lengths. These feature a range of accents: American, Australian, Canadian, and British.
- **NEW:** Inference questions based on spoken phrases that test the speaker's intention.
 - *What does the woman mean when she says, "We could use some help in the kitchen"?*
- **NEW:** The conversations feature more colloquial language and elisions such as "gonna" instead of "going to" or "wanna" instead of "want to."

Part 4: Short Talks

- **NEW:** Visual aid analysis—Test-takers will read something (e.g., a map, a chart, an order form) as they listen, and answer a question that relates to both.
 - *Look at the graphic. Where will the listeners be unable to go today?*
- **NEW:** Inference questions based on spoken phrases that test the speaker's intention.
 - *What does the woman mean when she says, "And why wouldn't we"?*

Reading

Part 6: Text Completion

- **NEW:** One question in each passage will require test-takers to choose the correct *complete sentence* to fill in the blank.

Part 7: Reading Comprehension

- **NEW:** 3 related texts (e.g., product information, online review, and response)—15 questions total.
- **NEW:** More tech-type readings, e.g., text message chains, online chat discussions, webpages, emails, etc.
- **NEW:** Inference questions based on written phrases that test the author's intention.
 - *At 9:38 a.m., what does Ms. Lo mean when she writes, "I'd like your input"?*
- **NEW:** Sentence Addition questions where test-takers identify the most appropriate place for a sentence.
 - *In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?*

Eight Keys to Higher Scores on the TOEIC® Test

Key 1: **Increase Your General Knowledge of English**

There are two types of knowledge that will help you improve your TOEIC® scores:

- A knowledge of the format of the test and the tactics used by good test-takers.
- A general command of English (which must be built up over a long period of time).

A step-by-step TOEIC® preparation program such as the one in this book can supply the first type of knowledge. The best way to increase your background knowledge of English is simply to use English whenever you can. If possible, take English language classes. Outside of class, look for opportunities to speak English, especially with native speakers. Read newspapers and magazines in English. Listen to English language news programs and TED Talks on the Internet. Attend lectures and movies in English.

Key 2: **Learn Your Strengths and Weaknesses and Work on Areas Needing Improvement**

You probably already have a fairly clear idea of the areas of English in which you need improvement. You may want to use the preview tests that are part of each lesson in this book as diagnostic tools. Take each of these preview sections before you begin your studies. Did you find one or more of the previews particularly difficult? If so, focus more of your time and attention on the corresponding lesson or lessons of this book.

Key 3: **Make the Most of Your Preparation Time**

Taking an important test such as the TOEIC® Test is like facing any other challenge in your life. You need to train for it, and your training should be systematic.

Before you begin studying for the test, prepare a time-management chart. Begin by drawing up an hour-by-hour schedule of your current weekly activities. Then pencil in times for TOEIC® preparation. You'll remember more of what you study if you schedule an hour or so daily or three or four times weekly than if you schedule all your study time in large blocks on weekends. After following this schedule for a week, make whatever adjustments are needed. Then keep to your schedule as much as possible until a few days before the test. At that point, studying won't have much effect on your score. It's better for you to relax.

If possible, reserve a special study space where you do nothing but study for the TOEIC® Test, separate from the place where you do your regular homework or other paperwork. This space should be as free of distractions as possible.

Use the “30–5–5” method of studying:

- First, study for thirty minutes.
- Take a five-minute break. Leave your desk and do something completely different.
- When you return, take five minutes to review what you studied during the last thirty minutes and preview what you are going to study next.

It's also a good idea to meet regularly with a small group of people who are also preparing for the TOEIC® Test. Research has shown that this “study group” approach is highly effective.

Key 4: **Be Familiar with the TOEIC® Format and the Directions for Each Section**

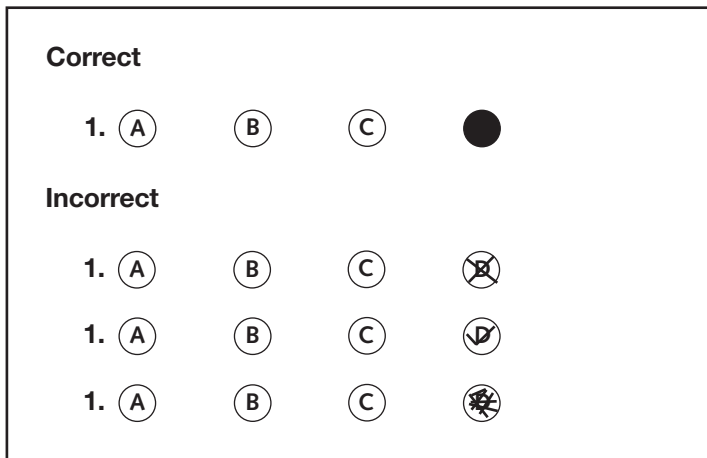
If you have a clear “map” of the TOEIC® Test in your mind, you won't have any surprises on test day. You'll always know exactly where you are in the test and what will come next. You can become familiar with the format by studying the chart on page 4 and by taking the practice tests in this book.

The directions for each part of the test are always the same; even the same examples are used. If you have familiarized yourself with these directions, you won't need to waste precious testing time by reading them. For copyright reasons, the directions that appear in this book are not the same, word for word, as those used on official versions, but they are similar, and if you understand these directions, you will understand those on actual tests.

Key 5: **Know How to Mark Your Answer Sheet**

One of the worst surprises you can get during a test is to suddenly discover that the number of the item you are working on does not correspond to the number on the answer sheet. You have to go back to find where you first got off track, then change all the answers after that number. You can avoid this problem by using the test book itself as a marker. Cover the unanswered items in each column on the answer sheet with the book and then, as you mark each item, move the test book down one number.

Bring several number 2 black-lead pencils, a good eraser, and a pencil sharpener. Don't use a pen or a liquid-lead pencil to mark your answers. Mark the answers by filling in the space completely. Don't mark answers in any other way.



Always be sure that you have filled in the circle completely and have filled in only one circle per item. If you have to erase an answer, be sure to erase completely.

**Key 6:
No Matter What, Always Guess!**

On the TOEIC® Test, unlike on certain standardized tests, there is no penalty for guessing. In other words, no points or fractions of points are subtracted for incorrect answers. What this means to you is that you should always guess at the answer if you are not sure and never leave any items unanswered at the end of the test. Remember, even if you are guessing blindly, you have a one-in-four chance (25%) of guessing the answer correctly in most sections. (In Part 2, your odds go up to one in three, or 33.3%.) If you have no idea which answer is correct, it's probably better to use a standard guess answer such as (C) than to guess at random.

**Key 7:
Use the Process of Elimination to Make the Most of Your Guess**

In Key 6, you learned that you should always guess. However, until the last few minutes of the test, it's not a good idea to guess blindly. Instead, you want to make the best guess that you possibly can, and to do so, you need to use the process of elimination. In other words, if you are unable to find the correct answer, you should eliminate unattractive or unlikely choices and then, if more than one cannot be eliminated, guess from the remaining choices. This is not as difficult as it may seem because of the way test writers design many of the items on standardized tests.

Let's look at a diagram of a typical multiple choice item:

Stem.....

- (A) Answer choice
- (B) Answer choice
- (C) Answer choice
- (D) Answer choice

Only one of the four answer choices, of course, can be the best one. This choice is called the **key**. The three incorrect choices are called **distractors** because their function is to distract (take away) your attention from the key.

Stem.....

- (A) Distractor
- (B) Distractor
- (C) Key
- (D) Distractor

However, many items are written so that the distractors are not equally attractive. One or two choices are often clearly incorrect and are easy to eliminate. Another one of the distractors is usually less easy to eliminate because it is somehow closer to the key. This is the choice that most people choose if they answer an item incorrectly. It is called the **main distractor**.

Stem.....

- (A) Main distractor
- (B) Distractor
- (C) Key
- (D) Distractor

Even if you can eliminate only one distractor from a four-choice item, you have improved your chance of guessing the key from one in four (25%) to one in three (33.3%), and if you can eliminate two distractors your chances become pretty good — one in two, or 50%.

What should you do if you can eliminate one or two choices but can't decide which of the remaining choices is correct? If you have a "hunch" (an intuitive feeling) that one answer is better, choose that one. If not, just mark your standard guess answer or, if you've eliminated that choice, choose any remaining letter and go on.

Let's see how this process works in practice by looking at an example from Part 5:

I am eager _____ the new member of the product development team.

- (A) meeting
- (B) will meet
- (C) to meet
- (D) met

You'll probably be able to eliminate choices (B) and (D), because these are both main verbs and the sentence already has a main verb (*am*). Also, choice (D) incorrectly refers to the past. It may be more difficult to choose between (A), a gerund (*meeting*), and (C), an infinitive (*to meet*), but even so, you've improved your chances of getting this answer correct by making an educated guess. And one of the remaining answer choices may sound better than the other. If you guessed (C), you're right! Not all items on the TOEIC® Test follow this pattern exactly, and it is not always easy to eliminate two distractors or even one. Still, the process of elimination is a powerful tool for good test-takers.

Key 8: Learn to Control Test Anxiety

There is nothing unusual about being nervous before a test. Standardized tests such as the TOEIC® Test can have a definite impact on your future plans. If you were participating in a big athletic event or giving an important business presentation, you would feel the same. There is an expression in English that describes this feeling of anxiety very well: "butterflies in your stomach." These "butterflies" will mostly disappear once the test begins. And a little nervousness can actually work to your advantage by making you more alert and focused. However, too much nervousness can slow you down and cause you to make simple mistakes.

One way to avoid stress on the day of the test is to give yourself plenty of time to get to the testing site. If you have to rush or if you're late, you'll be even more nervous during the testing period.

If you find yourself nervous during the second section of the test (Reading), give yourself a short break — take a "fifteen-second vacation." Sit back, close your eyes, take a few deep breaths, relax as completely as possible — then get back to work. (Don't try this technique during the Listening Comprehension part of the test — you will miss items on the audio program!)

In general, the best way to overcome test anxiety is through a positive, confident attitude toward the test. You can develop this attitude if you become familiar with all aspects of the exam, polish the skills that are required to do well, and take realistic practice tests. The *Complete Guide to the TOEIC® Test* was developed to help you fulfill these goals.