



Examinee Handbook

For *TOEIC* Listening & Reading Test - Computer Delivered



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About the TOEIC Test

The TOEIC (Test of English for International Communication) test is an English -language proficiency test for people whose native language is not English. It measures the everyday English skill of people working in an international environment. The scores indicate how well people can communicate in English with others in business, commerce and industry. The test does not require specialized knowledge or vocabulary beyond that of a person who uses English in everyday work activities.

TOEIC Test Format

The TOEIC test is a two-hour multiple-choice test that consists of 200 questions divided into two

sections:

- **Listening Section:** The Listening section tests how well you understand spoken English. It consists of four parts and contains 100 questions. You will be asked to answer questions based on a variety of statements, questions, conversations, and talks recorded in English. Total time: approximately 45 minutes.
- **Reading Section:** The Reading section includes three parts, testing how well you understand written English. You will read a variety of materials and respond at your own pace to 100 questions based on the content of the materials provided to you. Total time: 75 minutes.

Listening Section		Construction
Part 1	Photographs	6 questions
Part 2	Question-Response	25 questions
Part 3	Conversations	39 questions (13 conversations with 3 questions each)
Part 4	Talks	30 questions (10 talks with 3 questions each)
Total		100 questions – 495 scores
Reading Section:		Construction
Part 5	Incomplete Sentences	30 questions
Part 6	Text Completion	16 questions
Part 7	Single Passages	29 questions (10 reading texts with 2-4 questions each)
	Multiple Passages	25 questions (5 sets of double or triple passages with 5 questions per set)
Total		100 questions – 495 scores

Frequently Asked Questions

Who takes to TOEIC test?

- People who use English in real-life work settings, such as businesses, hotels, hospitals, restaurants, international meetings, conventions, and sporting events
- Managerial, sales and technical employees in international business, commerce and industry who require English for their work
- Individuals who are preparing to enter the workplace
- Candidates for training to be conducted in English
- Individuals in English- language training programs

Why take the TOEIC test?

The TOEIC test is currently widely used in over 150 countries around the world with more than 7 million

tests each year. TOEIC is a reliable test preferred by over 14.000 corporations is evaluating English proficiency in international business environment. In Vietnam, TOEIC is not only used in over 127 colleges, universities and vocational schools as a graduating requirement, but also used in over 350 well known organizations and companies nationwide. The TOEIC test can help you:

- Verify your current level of English proficiency
- Qualify for a new position and/or promotion in a company
- Enhance your professional credentials
- Monitor your progress in English
- Set your own learning goals
- Involve your employer in advancing your English ability

Frequently Asked Questions (*continued*)

When and where can I take the TOEIC test?

The TOEIC test is administered on all working days in Vietnam, Laos, Cambodia, Myanmar and available upon customers' request. For further information about TOEIC test dates and registration procedure, please contact IIG.

How often can I take the TOEIC test?

According to IIG's regulations, it needs at least 05 working days between two consecutive TOEIC tests.

How much does the TOEIC test cost?

TOEIC prices vary worldwide. To inquire about please contact IIG in Vietnam, Laos, Cambodia, and Myanmar.

What score do I need to "pass" the TOEIC test?

The TOEIC test is not the kind of test you "pass" or "fail". Not every job or task requires the same level of English proficiency. Because it was developed specifically to meet the needs of the workplace, the TOEIC test measures many levels of ability. It enables test taker to demonstrate what they can currently accomplish in English. The single, continuous scale also makes it possible for learner to set attainable goal and to measure their progress as their English improves.

Many companies use the TOEIC test to set their own score standards based on the levels of English necessary to carry employees to have a minimum TOEIC score due to the corresponding level of English that needed on the job. Many companies offer English-language training to help their employees reach target TOEIC scores, which reflect specific levels of proficiency based on professional need.

From what kind of contexts are the TOEIC test questions drawn?

These are some examples of the settings, situations, and formats you may find in TOEIC test questions:

Corporate Development: research, product development

Dining Out: business and informal lunches, banquets, receptions, restaurant reservations

Entertainment: cinema, theater, music, art, exhibitions, museum, media

Finance and Budgeting: banking, investments, taxes, accounting, billing

General Business: contracts, negotiations, mergers, marketing, sales, warranties, business planning, conferences, labor relations

Health: medical insurance, visiting doctors, dentists, clinics, hospitals

Housing/Corporate Property: construction, specifications, buying and renting, electric and gas services

Manufacturing: assembly lines, plant management, quality control

Offices: board meetings, committees, letters, memoranda, telephone, fax and e-mail messages, office equipment and furniture, office procedures

Personnel: recruiting, hiring, retiring, salaries, promotions, job applications, job advertisements, pensions, awards

Purchasing: shopping, ordering, supplies, shipping, invoices

Technical Areas: electronics, technology, computers, laboratories and related equipment, technical specifications

Travel: trains, airplanes, taxis, buses, ships, ferries, tickets, schedules, station and airport announcements, car rentals, hotels, reservations, delays, and cancellations

If I have a disability, can I still take the TOEIC test?

In response to requests from individuals with disabilities, IIG will make special arrangements with test center supervisor to administer the TOEIC test with accommodations. All the requests for accommodations must be sent two weeks in advance.

Preparing to Take the TOEIC Test

How To Get Ready To Take the TOEIC Test

The TOEIC test is not based on the content of any particular English course but rather on your English-language proficiency - your overall ability to use English.

Improvement in proficiency may take some time and is generally achieved through a combination of practice and study. The TOEIC Listening and Reading test does not test business knowledge, and you are not required to know specialized business and technical vocabulary beyond what is used in everyday work activities.

Before taking the TOEIC test, there are several things you can do to prepare for the test and improve your English proficiency:

- Become familiar with the test format. You can then focus your attention on the test questions themselves. Carefully review the test directions and the sample questions on pages 11-16
- Immerse yourself in the language as frequently as possible and in as many ways as possible if it has been some time since you have had contact with English. Reading, watching TV and videos, listening to recordings, taking an English course, and speaking with friends and colleagues are some of the ways to practice English.

During the Test

- Work quickly and carefully.
- Do not spend too much time on any one question.
- Mark only one answer for each question.
- You will not be able to preview all the test questions.
- You will receive credit only for answers marked in the circles on your screen. Your score will be based on the number of questions you answer correctly. There is no penalty for guessing.
- Try to answer every question to the best of your ability.
- Pay close attention to the time during the Reading section of the test. In the Reading section (75 minutes)
- You have to pace yourself, so work quickly and if you do not know the answer to a question, come back to it later.
- You may not use note paper.

Identification Requirements

All test takers must read Part 1. Depending on whether you will be taking the test within or outside

your country of citizenship, you must also read either Part 2 or Part 3, as appropriate.

Part 1: Information for All Test Takers

- You must have acceptable and valid ID with a signature and photograph to be admitted to a test center. Expired documents are not acceptable. The photograph on your ID document must be recent and recognizable. Original documents must be presented; copies are not acceptable. Identification requirements are strictly enforced. It is your responsibility to read and understand the instructions and requirements.
- If you arrive at the test center without the required identification, the test administrator will not admit you, you cannot take the test, and you forfeit your test fee.
- When registering for the test, you must use exactly the same name that appears on the primary identification document you will present at the test center. Make sure to provide your entire first (given name) and entire surname (family name). Do not register under a nickname. If the name shown on your primary identification does not match the name used at registration, you will not be permitted to take the test. Check the name on your registration confirmation document. If the name does not match the name on your primary ID document, contact IIG.
- Only misspellings of your name can be corrected at check-in — name changes will not be made. If your name has changed for any reason, including marriage, you must still present primary identification in the name under which you registered, or you will not be permitted to take the test.
- If the test center administrator questions the ID you present, you will be required to present additional proof of identity.
- If positive confirmation cannot be made, you may be refused admission to the test center and forfeit your test fee. Admittance to the test center does not imply that your form of identification is valid or that your scores will be reported. All reported cases of questionable ID are subject to review and approval by the ETS Office of Testing Integrity.
- Test center personnel will check your identification before assigning you a seat at the test center. The administrator will check your signature to verify that you are the person in your photo identification.

Preparing to Take the TOEIC Test (continued)

- The photograph in your ID document must be recent and recognizable. For example, a ten-year-old photograph taken during childhood is not acceptable
- On the test day, the proctor will take a photo of you. This photo will then be printed on your score certificate; therefore, you should wear appropriately.

Acceptable primary Identification Documents

- Passport with photograph and signature
- National identification with photograph and signature
- Military identification with photograph and signature

Acceptable Secondary Identification Documents

In case test takers are too young to get an Identification Card or Passport, they can use certificate of birth accompanied with an identification document with photograph and signature.

In case people take the TOEIC test in groups assigned by their organization/ company, they can use the following identification document:

- Employee ID (with photo)

Unacceptable Identification Documents

- Any expired ID
- International driver's license
- International student card
- Credit or debit card of any kind
- Social Security card
- Learner's permit or any temporary identification document
- Notary-prepared letter or document
- Photocopy of ID

If you cannot meet the specified ID requirements or if you have questions about ID, please contact IIG before registering for the test.

Part 2: For local citizenship

Only one form of primary ID is needed if your primary ID document contains a photograph and signature. Please see the list of acceptable primary ID documents on the previous page. However, if the test administrator has any concerns about the primary ID document, you will be required to present a secondary ID from the list above.

- **An acceptable identification card is one that is valid, without a plastic cover. All candidates with torn identification card, identification card without a clear stamp or ones with signs of fixing information, ones with unclear personal information and identification features will not be accepted.**

If your ID card does not have sufficient information about your date of birth, the date of birth appearing on certificate will be January 1st, your year of birth.

Part 3: For foreigners

You **must present your passport** as your primary identification document. If you do not meet this requirement, your test scores may not be reported.

If your passport is not written in **English-language letters**, you must also present an additional ID from the list of secondary identification documents (see "Acceptable Secondary Identification Documents" on this page) that contains a recent, recognizable photograph and is in English.

If your passport **does not contain your signature**, you must either sign your passport or present an additional ID from the list of secondary identification documents (see "Acceptable Secondary Identification Documents" on this page)

United States military personnel may present their United States military ID cards for admission to test centers. If a military ID card does not contain a photograph and signature, a secondary ID is also required.

Test center Procedures and Regulation

The following procedures and regulations apply during the entire test session, which begins when you are admitted to the test center and ends when you leave the test center:

- Dress so that you can adapt to any room temperature
- Friends or relatives who accompany you to the test center will not be permitted to wait in the test center or be in contact with you while you are taking the test. Except for ETS-authorized observers, visitors are not allowed in the testing room while testing is in progress.
- ID verification at the test center may include thumb printing, photographing, video recording, signature comparison, or other forms of electronic ID confirmation.
- If you refuse to participate, you will not be permitted to rest and you will forfeit the test fee. This is in addition to the requirement that you must present acceptable and valid ID.
- Other than ID, personal items are not allowed in the testing room. Before the test, you will receive instructions from test center staff regarding where to deposit items such as cell phones, pages, handbags, watches, and study materials. Storage space is limited, so plan accordingly. You will not have access to your personal items during the test

Preparing to Take the TOEIC Test (continued)

- Test centers assume no responsibility for candidates' personal belongings.
- The test administrator will assign you a seat.
- On occasion, weather conditions or other circumstances beyond the control of ETS or the test administrator may require a delayed start or the rescheduling of your test.
- In the event that a technical problem at the test center makes it necessary to cancel your test session or if it is later determined that your scores could not be reported, you will be offered the opportunity to retake free of charge or receive a full refund of the original test fee.
- No test taker will be admitted after test has begun.
- Books, dictionaries, papers, notes, rulers, calculators, watch alarms, mobile phones, listening devices, recording or photographic equipment, highlighters, or aids of any kind are not allowed in the testing room.
- Paper of any kind is not permitted in the testing room.
- You must have the supervisor's permission to leave the testing room.
- There is no scheduled break during the TOEIC test. If you must leave the testing room, you are required to give the supervisor your identification document(s) before you leave the room. You will not be permitted to make up the time you lose.
- At the conclusion of the test, you will be presented with your online score. After reviewing, you can raise your hand to notify a TCA you are ready to exit the testing room.

Report Suspicious Behavior

Although tests are administered under strict supervision and security reassures, testing irregularities may sometimes occur. Contact IIG Vietnam as soon as possible to report any observed behavior that may lead to an invalid score — for example, but are not limited to:

- Copying from another test taker
- Taking a test for someone else
- Having access to test questions before the exam
- Using notes or unauthorized aids.
- Using a fake ID
- Accessing or using notes

All information will remain strictly confidential.

IIG Vietnam is authorized to dismiss you from a test session or ban you from taking any future tests administered by IIG Vietnam for any actions that violate the policies and procedures set forth herein. In such cases, your scores will be withheld and ultimately canceled, and your test fees will be forfeited.

In the event that an error occurs due to inconsistency in the data among different test administrations, leading to the system not accepting your test score, or in case your test score needs to be verified, IIG Vietnam will ask you to retake the test free of charge within 30 days from the date of the notice. If you refuse to take such a test, IIG Vietnam will refund the exam fee and stop providing you with the service.

Dismissal from Test Session

A test administrator/supervisor is authorized to dismiss you from a test session, or your scores may be canceled due to violations such as, but not limited to, the following:

- Attempting to take the test for someone else or having someone else take the test for you
- Failing to provide acceptable identification
- Obtaining improper access to the test, a part of the test, or information about the test
- Using a telephone or cell phone during the test session
- Using any aids in connection with the test, such as mechanical pencils, pens, pagers, beepers, calculators, watch calculators, books, pamphlets, notes, rulers, highlighter pens, stereos or radios with headphones, cell phones, watch alarms, stopwatches, dictionaries, translators, PDAs, BlackBerry" devices, and any handheld electronic or photographic devices
- Creating a disturbance (disruptive behavior in any form will not be tolerated; the test administrator/supervisor has sole discretion in determining what constitutes disruptive behavior)
- Attempting to give or receive assistance, or otherwise communicate in any manner with another person about the content of the test during the administration, or before dismissal of the test session
- Removing or attempting to remove test content, scratch paper, or notes relating to the test content from the test center. Under no circumstances may test content or any part of the test content be removed, reproduced, and/or disclosed by any means (e.g., hard copy, verbally, electronically) to any person or entity.
- Taking a weapon or firearm into the test center
- Taking food, drink, or tobacco into the testing room
- Leaving the test center building during the test session
- Leaving the testing room without permission
- Taking excessive or extended unscheduled breaks during the test session (Test center administrators are required to strictly monitor unscheduled breaks and report test takers who take excessive or extended breaks.)
- Failing to follow any of the test administration regulations in this examinee handbook, given by the test administrator/ supervisor.

Instructions on logging in to TOEIC Secure Browser

Step 1: Open the application TOEIC Secure Browser and Proctor will enter the authorization code

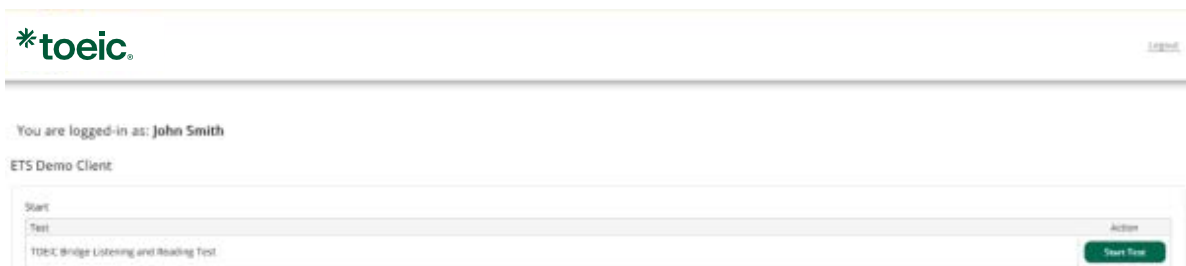


Step 2: Enter your personal information into the system. Click Continue after completion

Fill the personal information in the given space accurately, including:

- First name: Given name (uppercase)
- Last name: Family name and middle name (uppercase)
- ID: ID/Passport number. If using Passport, test-takers fill in the numbers only, not the letters.
- Date of birth: Day - Month - Year of birth
- Gender: Male or Female
- Native Country
- Native Language

Step 3: Click **Start Test**



Step 4: Answer survey questions, then click **Save**

The screenshot shows a web-based survey titled "Your Profile: TOEIC Listening and Reading Candidate Profile". It contains 13 numbered questions, each with a "Select one" dropdown menu. The questions cover topics such as: 1. Selecting a best description of the user; 2. Highest level of education completed; 3. Age; 4. Years of English study at school/university; 5-8. Importance of English listening, reading, and speaking skills; 9. Frequency of TOEIC tests; 10-13. Job category, company level, years with company, and time spent using English at work. At the bottom, there are "Save" and "Cancel" buttons.

The TOEIC Background Questionnaire asks about your educational, work-related, English-language, and TOEIC test-taking experience. Your responses to the questionnaire enable your organization to learn more about the backgrounds of people who take the test and some of the factors that affect TOEIC scores and improvement in English. Your responses to the questionnaire are kept confidential and do not in any way affect your TOEIC scores. We encourage you to answer all of the questions.

Step 5: Read **Confidentiality Statement** then click **Yes** and **Next** to go on

Confidentiality Agreement

The contents of this test are confidential and the property of ETS. Unauthorized disclosure or reproduction in part or in whole of this test is prohibited. Violators of this policy will be banned from future testing and any scores earned will be canceled. Violators will also be prosecuted to the fullest extent of applicable laws.

I understand that by clicking on the "Next" button below, I will be given access to this confidential material only for the purpose of taking the test. I agree that I will not disclose to any person or entity, reproduce, or otherwise use the test questions, instructions, or other material revealed to me in the course of taking the test.

Step 6: Read the **Test Center Regulation** then click **Next**

Test Center Regulations

You should have nothing on your computer table except your identification; put everything else under the table. All personal electronic devices should be turned off and put away. Watch alarms must also be turned off. You may not eat, drink, or use tobacco during the test. The official time will be kept by the computer. The administrator is authorized to dismiss you from the test session, and/or your scores may be canceled if you fail to follow directions or for other actions such as, but not limited, to the following:

- Attempting to take the test for someone else or having someone take the test for you
- Failing to provide acceptable identification
- Obtaining improper access to the test, or a part of the test, or information about the test
- Using any type of communication device during the test session or during breaks
- Using any aids in connection with the test, such as mechanical pencils, pens, pagors, beepers, calculators, watch calculators, books, pamphlets, notes, rulers, highlighters, pens, stereos or radios with headphones, cell phones, watch alarms, stop watches, dictionaries, translators, and any hand-held electronic or photographic devices
- Creating a disturbance
- Attempting to give or receive assistance, or otherwise communicate, in any form, with another person about the test during the test session
- Attempting to remove from the test room any test content or notes relating to the test
- Tampering with the computer
- Leaving the test room without permission

If you incur any of the above, ETS will be notified of the action taken by the administrator.

Click on **Next** to go on.

Testing the Volume

Step 7: Check the Volume

The remaining time will be "counted down" and presented on the screen during Reading Section.

After finishing the test, you will see the score on the screen. You must remain in the test room until the proctor confirms your test completion.

✓ Functional buttons of the test:

Button	Function
Testing the volume	Check and adjust the volume
Mark for review	When you are not sure about the selection of a certain question, you can select this button to redo the marked question (on Reading Section)
Next	Move to the next question
Back	Return to the previous question
Review	Review the questions in the Reading test
Finish test	Complete the test
Exit	Quit the TOEIC Secure Browser

Sample Questions

With 200 questions. The TOEIC test measures a wide range of English proficiency. The following sample questions do not indicate the full range of difficulty you find in an actual TOEIC test

General Directions

The following general directions are taken directly from the test. After the general directions are specific directions for each part of the test, along with sample questions for each of the parts.

This test is designed to measure your English language ability. The test is divided into two sections: Listening and Reading.

For each question, you should select the best answer from the answer choices given. Then, click on the answer that you have selected. If you decide to change an answer, click on the new answer.

Section I: Listening

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. The recordings will play automatically and sequentially. You are not able to go to the next recording by yourself. Before each recording of Part 3 and Part 4 play, you will have a short time to read through the question.

Part 1: Photographs

Directions: For each question in this part, you will hear four statements about a picture on the screen. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then, click on the answer that you see in the picture. The statements will not appear on the screen and will be spoken only one time.

Look at the example item below

Example

You will see:



You will hear: Now listen to the four statements.

- (A) They're moving some furniture.
- (B) They're entering a meeting room.
- (C) They're sitting at a table.
- (D) They're cleaning the carpet.

Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and click on it.

Sample Questions (continued)

Question 1

You will see:

1.



You will hear: 1. Look at the picture marked number 1 on the screen.

- (A) He's shoveling some soil.
- (B) He's moving a wheelbarrow.
- (C) He's cutting some grass.
- (D) He's planting a tree.

Question 2

You will see: 2.



You will hear: 2. Look at the picture marked number 2 on the screen.

- (A) A woman is putting on a pair of shoes.
- (B) A woman is dusting a television screen.
- (C) A woman is watching television.
- (D) A woman is plugging a power cord into an outlet

Part 2: Question-Response

Directions: You will hear a question or statement and three responses spoken in English. They will not appear on the screen and will be spoken only one time. Select the best response to each question or statement and click on letter (A), (B), or (C).

Example

You will hear: Where is the meeting room?

You will also hear: (A) To meet the new director.

(B) It's the first room on the right.

(C) Yes, at two o'clock.

The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so you should select answer (B) and click on it

Sample Questions

Question 7

You will hear: 7. Where's the new fax machine?

You will also hear: (A) Next to the water fountain.

(B) I'll send a fax tomorrow.

(C) By Wednesday.

Question 8

You will hear: 8. How well does Thomas play the violin?

You will also hear: (A) Sure, I really like it.

(B) Oh, he's a professional.

(C) I'll turn down the volume.

Question 9

You will hear: 9. Martin, are you driving to the client meeting?

You will also hear: (A) Oh, would you like a ride?

(B) Nice to meet you, too.

(C) I thought it went well!

Question 10

You will hear: 10. Mariko announced that she's retiring in April.

You will also hear: (A) How many did you count?

(B) I'm not tired at all.

(C) Right, she's been here twenty-five years

Sample Questions (continued)

Part 3: Conversation

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and click on the letter (A), (B), (C), or (D). The conversations will not appear on the screen and will be spoken only one time. The recordings will play automatically and sequentially. You are not able to go to the next recording by yourself.

Sample Questions

You will hear: Questions 32 through 34 refer to the following conversation:

(Woman) Hello. I'm calling about a coffee machine I purchased from your Web site. It stopped working even though I haven't had it for very long. I expected it to last much longer than this.

(Man) Oh, I'm sorry to hear that. Our warranty covers products for up to a year. Do you know when you bought it?

(Woman) I've had it for a little over a year, so the warranty has probably just expired. This is so disappointing.

(Man) Well, I'll tell you what we can do. Although we can't replace it, since you're a valued customer I can offer you a coupon for forty percent off your next purchase.

You will then hear: 32. Why is the woman calling?

You will read: 32. Why is the woman calling?

- (A) To cancel an order
- (B) To complain about a product
- (C) To redeem a gift card
- (D) To renew a warranty

You will hear: 33. What does the man ask the woman about?

You will read: 33. What does the man ask the woman about?

- (A) A model name
- (B) A brand of coffee
- (C) A catalog number
- (D) A date of purchase

You will hear: 34. What does the man offer to do?

You will read: 34. What does the man offer to do?

- (A) Provide a discount
- (B) Send a free sample
- (C) Extend a warranty
- (D) Issue a refund

You will hear: Questions 41 through 43 refer to the following conversation and list.

(Woman) Larry, we have a new graphic designer starting next month and we'll need to set her up with a laptop and extra monitor. Can you place orders for those?

(Man) Sure. You know our vendor has raised their prices, right?

(Woman) Really?

(Man) Yes. I just looked at the catalog a few minutes ago, and their current models are more expensive.

(Woman) Right. Well, our budget per work area is \$1,000 maximum. So let's order the system with the largest screen that falls within that price.

(Man) OK. I'll take a look at the prices again and place the order.

Screen Size	System Price
11 inches	\$799
13 inches	\$899
15 inches	\$999
17 inches	\$1,099

You will then hear: 41. What does the woman ask the man to do?

You will read: 41. What does the woman ask the man to do?

- (A) Order some equipment
- (B) Find a new vendor
- (C) Repair a laptop
- (D) Contact a job candidate

You will hear: 42. What problem does the man mention?

You will read: 42. What problem does the man mention?

- (A) A designer has left the company.
- (B) A supplier has increased its prices.
- (C) A computer model has been discontinued.
- (D) A departmental budget has been reduced

Sample Questions continued)

You will hear: 43. Look at the graphic. What size screen will the man order?

You will read: 43. Look at the graphic. What size screen will the man order?

- (A) 11 inches
- (B) 13 inches
- (C) 15 inches
- (D) 17 inches

Part 4: Talks

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

Sample Questions

You will hear: Questions 71 through 73 refer to the following telephone message.

(Man) Hello Mr. Lee, this is Thomas from BKS Auto Shop calling with some information about your car repair. I know we told you that it would take until next week to get the part we ordered, but we got the part early, and I was able to finish the repair. We're going to be closing for the day in a few minutes, but you're welcome to come get your car anytime tomorrow. If you need a ride to the shop tomorrow, let me know, and I can arrange one for you.

You will then hear: 71. What does the speaker say about the repair?

You will read: 71. What does the speaker say about the repair?

- (A) It is not required.
- (B) It has been finished early.
- (C) It will be inexpensive.
- (D) It is covered by a warranty.

You will hear: 72. When can the listener pick up his car?

You will read: 72. When can the listener pick up his car?

- (A) Today
- (B) Tomorrow
- (C) Next week
- (D) In two weeks

You will hear: 73. What does the speaker offer to do?

You will read: 73. What does the speaker offer to do?

- (A) Look for a used part
- (B) Refund the cost of a charge
- (C) Send an invoice
- (D) Arrange a ride

Section II: Reading

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

If you would like to return to a question later, you may mark the box labeled "Return to this question."

For each question, you must mark your answers by clicking on the correct letter response.

Part 5: Incomplete Sentences

Directions: A word or phrase is missing in each of the following sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then click the letter (A), (B), (C), or (D).

Sample Questions

101. Customer reviews indicate that many modern mobile devices are often unnecessarily .

- (A) complication
- (B) complicates
- (C) complicate
- (D) complicated

102. Jamal Nawzad has received top performance reviews he joined the sales department two years ago.

- (A) despite
- (B) except
- (C) since
- (D) during

103. Gyeon Corporation's continuing education policy states that learning new skills enhances creativity and focus.

- (A) regular
- (B) regularity
- (C) regulate
- (D) regularly

104. Among recognized at the company awards ceremony were senior business analyst Natalie Obi and sales associate Peter Comeau.

- (A) who
- (B) whose
- (C) they
- (D) those

105. All clothing sold in Develyn's Boutique is made from natural materials and contains no dyes.

- (A) immediate
- (B) synthetic
- (C) reasonable
- (D) assumed

Sample Questions (continued)

Part 6: Text Completion

Directions: Read the texts that follow. A word or phrase is missing in in part of each text. Four answer choices are given below the text. Select the best answer to complete the text. Then click on the letter (A), (B), (C), or (D).

Sample Questions

Questions 131–134 refer to the following e-mail.

To: Project Leads
 From: James Pak
 Subject: Training Courses
 To all Pak Designs project leaders:

In the coming weeks, we will be organizing several training sessions for _____ employees. At Pak Designs, we believe that with the proper help and support from our senior project leaders, less experienced staff can quickly _____ a deep understanding of the design process. _____, they can improve their ability to communicate effectively across divisions. When employees at all experience levels interact, every employee's competency level rises and the business overall benefits. For that reason, we are urging experienced project leaders to attend each one of the interactive seminars that will be held throughout the coming month. _____

Thank you for your support.
 James Pak
 Pak Designs

- 131. (A) interest
 (B) interests
 (C) interested
 (D) interesting
- 132. (A) develop
 (B) raise
 (C) open
 (D) complete
- 133. (A) After all
 (B) For
 (C) Even so
 (D) At the same time
- 134. (A) Let me explain our plans for on-site staff training.

- (B) We hope that you will strongly consider joining us.
- (C) Today's training session will be postponed until Monday.
- (D) This is the first in a series of such lectures.

Part 7: Reading Comprehension

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and click on the letter (A), (B), (C), or (D). The test screen will be split in half with the reading text on the left and the question on the right for you to easily follow.

Sample Questions

Questions 147–148 refer to the following advertisement.



Used Car For Sale. Six-year-old Carlisle Custom. Only one owner. Low mileage. Car used to commute short distances to town. Brakes and tires replaced six months ago. Struts replaced two weeks ago. Air conditioning works well, but heater takes a while to warm up. Brand new spare tire included. Priced to sell. Owner going overseas at the end of this month and must sell the car. Call Firoozeh Ghorbani at (848) 555-0132.

- 147. What is suggested about the car?
 (A) It was recently repaired.
 (B) It has had more than one owner.
 (C) It is very fuel efficient.
 (D) It has been on sale for six months.
- 148. According to the advertisement, why is Ms. Ghorbani selling her car?
 (A) She cannot repair the car's temperature control.
 (B) She finds it difficult to maintain.
 (C) She would like to have a newer model.
 (D) She is leaving for another country

Sample Questions (continued)

Questions 152–153 refer to the following text message chain.



152. What is suggested about Mr. Bach?
- (A) He has been to Kansai more than once.
 (B) He currently works in Beijing.
 (C) He is on a business trip.
 (D) He works for Fly Right Airlines.
153. At 12:15, what does Mr. Otani mean when he writes, “Sure thing”?
- (A) He has confirmed the arrival time of a flight.
 (B) He is certain he will be able to find a parking place.
 (C) He agrees to wait at the door near the customs area.
 (D) He knows Mr. Bach must pass through customs.

Questions 196–200 refer to the following advertisement, online shopping cart, and e-mail.

Order Summary #3397		Customer: Arun Phan	
Item	Size	Quantity	Price
Caspian Blue SP 237	n/a	1	\$0.00
Deep Sea Blue SP 298	n/a	1	\$0.00
Stormy Blue SP 722	n/a	1	\$0.00
Misty Gray SP 944	Gallon	2	\$50.00
Tax (8 percent)			\$4.00
Expedited shipping			\$18.99
Total			\$72.99

Proceed to Checkout

From: ArunPhan<arun.phan@met.com>
 To: CustomerSupport@support@sparkypaints.com
 Date: March 12
 Subject: Order#3397

Hello,
 Thanks for sending my order #3397—it arrived this morning. Unfortunately, the paint was not the one I had asked for. I had selected color SP 944 but received SP 945 (Ocean Waves). They appear right next to each other on your Web site, so the two may have been confused at your end. Could you send me the correct paint, along with additional samples that are close in color to SP 722? That sample worked well in my house, the others looked too green on my walls.
 Thank you,
 Arun Phan

196. In the advertisement, the word “top” in paragraph 1, line 2, is closest in meaning to
- (A) maximum
 (B) favorite
 (C) important
 (D) upper
197. What are Sparky Paints customers advised to do?
- (A) Apply an adhesive to color samples
 (B) Visit a store to compare paint colors
 (C) Adjust the color on their computer monitor
 (D) Order samples of several similar colors
198. What is most likely true about order #3397?
- (A) It arrived within two business days.
 (B) It included an extra sample.
 (C) It was shipped in February.
 (D) It contained four gallons of paint.
199. Which color does Mr. Phan indicate that he likes?
- (A) Caspian Blue
 (B) Deep Sea Blue
 (C) Stormy Blue
 (D) Misty Gray
200. What problem does Mr. Phan mention in his e-mail?
- (A) He received the wrong item.
 (B) He was charged the wrong price.
 (C) The delivery time was too long.
 (D) The instructions were too confusing.

Answer Key

PART 1	PART 2	PART 3	PART 4	PART 5	PART 6	PART 7
1. A	7. A	32. B	71. B	101. D	131. C	147. A
2. D	8. B	33. D	72. B	102. C	132. A	148. D
	9. A	34. A	73. D	103. D	133. D	152. C
	10. C	41. A		104. D	134. B	153. C
		42. B		105. B		196. B
		43. C				197. D
						198. A
						199. C
						200. A

Certificate of Achievement

The TOEIC Certificate of Achievement is an acknowledgement of your English proficiency. The TOEIC Certificate of Achievement will be available upon request, Additional fees will apply.

The Certificate of Achievement features:

- Your name
- Your Listening score, Reading score, and Total test score (10-990)
- Your test date and location
- The administering organization
- Your date of birth
- Your ID numbers
- A watermark on the back
- A format that is suitable for framing



Score Certificate

The TOEIC Score Certificate is an acknowledgement of your English proficiency. The TOEIC Score Certificate is available for all tests. Score Certificate can have your photograph printed on it. Contact your local ETS Preferred Associate for more information.

Score Certificate features:

- Your name
- Your Listening score, Reading score, and Total test score (10-990)
- Your birthday
- Your identification number
- Your test date
- The date the scores are valid until
- A watermark on back
- Score descriptors
- Abilities measured

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ABILITIES MEASURED	PERCENT CORRECT OF ABILITIES MEASURED	ABILITIES MEASURED	PERCENT CORRECT OF ABILITIES MEASURED
Can infer gist/purpose and basic content of information and identify details in short spoken texts	91%	Can make inferences based on information in written texts	81%
Can infer gist/purpose and basic content of information and identify details in extended spoken texts	95%	Can make and understand specific information in written texts	85%
Can understand details in short spoken texts	100%	Can connect information across multiple paragraphs in the English written text and across texts	85%
Can understand details in extended spoken texts	89%	Can understand vocabulary in written texts	91%
Can understand general information in written texts	89%	Can understand grammar in written texts	85%

HOW TO READ YOUR SCORE REPORT:
Percent Correct of Abilities Measured
Percentage of items answered correctly by test takers on the Abilities Measured. Higher performance on questions having these abilities is associated with higher performance on the test. Items that are not answered correctly are also not items.
Note: 100% score means that test takers did correctly on 100% of the items.

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TOEIC test scores

Test Fairness and Score Use

The ETS TOEIC Program and IIG have taken steps to ensure, to the extent possible, that tests and test scores are fair for all test takers, regardless of gender, age, nationality, and test taker industry background.

Interpreting Scores

The TOEIC test scores you will receive are determined by the number of questions you answer correctly. There is no penalty for wrong answers. The number of correct responses on each section, Listening and Reading, is converted to a number on a scale of 5 to 495. The statistical procedure used to convert scores to a common scale for each section seeks to ensure that TOEIC Listening and Reading scores obtained on different administration dates mean the same thing in terms of the level of English proficiency indicated.

If you were to take several versions of the test within a short period of time, you would obtain a number of scores that center around an average value known as your “true” score. Two-thirds of the time, your Listening score would be within 25 points of your true score on the Listening section and your Reading score would be within 25 points of your true score on the Reading section.

Score Certificate

The score certificate will provide you with your score on each section of the test. In addition, the TOEIC Score Certificate also provides a description of the English language ability.

If you take the test through your employer or sponsoring organization, your scores are provided to that organization to provide you with a score report. If you take the test independently, you will receive your score report directly from IIG.

Release of Test Results

With some exception, depending on local conditions, the TOEIC Score Certificate is sent to test takers within seven business days.

Scaled Scores

The new score report provides Listening, Reading, Total scaled Scores. The Total scaled score is derived from adding the two section scaled scores together.

Score Proficiency Descriptions

The score certificate provides a description of the English-language abilities typical of test takers scoring at around a particular scaled score level. Because of limited space in the score certificate, only statements of strength are provided in the report.

There are three possible descriptions for the Listening section and for possible for the Reading section. A complete table of these descriptions is available on the ETS website www.ets.org/toeic. The proficiency descriptors were developed based on a Scaled Anchoring Study conducted at ETS in the summer of 2005. A copy of the Scaled Anchoring Study can be provided to you by IIG.

Ability Measured

The test taker’s score certificate also includes the percent- age of questions the test taker answered correctly for specific abilities measured. The percentage can be compared with the percentage score of test takers who have taken the same TOEIC test form. The abilities measured are calculated by the “percentage of items answered correctly.”

Percentile Rank

The score certificate provides percentile ranks for section scaled score. A percentile rank score refers to the percent- age of the TOEIC Secure Program population in the most recent three years who score below a particular scaled score. The percentile rank table is calculated based on a pool of 3-year test takers and is updated and made available on the ETS website, www.ets.org/toeic, every May. For example, the percentile rank table of May 2006 is calculated based on test takers from January 2003 to December 2005. The percentile rank table of May 2007 is calculated based on test takers from January 2004 to December 2006.

Reliability

Reliability is defined as the proportion of observed score variance that is due to true score variance. It is an indicator of the extent to which test scores will be consistent across different conditions of administration and/or administration of alternate forms of a test. The type of reliability used in the TOEIC Listening and Reading test is reported as an internal consistency measure using the KR-20 reliability index. The KR-20 reliability index assesses the extent to which all items measure the same construct. The more homogeneous the test items, the more consistently the test takers will perform. The reliability of the TOEIC Listening and Reading section scores across all forms from our norming samples has been approximately 0.90 and up.

TOEIC Test Scores

Standard Error of Measurement (SEM)

Errors of measurement occur when a test taker performs differently on one occasion or test form from on another for reasons that may or may not be related to the purpose of the test. A person may try harder, be more (or less) tired or anxious compared to some other occasion, have greater familiarity with the content of questions on one test form than on another test form, or simply guess more questions correctly on one occasion than on another. These reasons for inconsistency are generally referred to as errors of measurement. The Standard Error of Measurement (SEM) is an estimate of average difference between true cores and obtained test scores, and is about 25 scaled score points for each of the TOEIC Listening and Reading sections. A test taker’s true score could be estimated by ± 25 scaled score points around the test score obtained from one administration. For example, if you obtain a scaled score of 300 on the TOEIC Listening section, 68% of the time your true score will fluctuate between approximately 275 and 325.

TOEIC Validity

Evidence that the TOEIC measures English-language proficiency comes first of all from the careful way in which language-testing experts design and assemble the test so as to include a variety of important English-language tasks. An additional kind of evidence that has proven useful in establishing the meaning, or validity, of TOEIC scores has come from test takers themselves in the form of self- assessments of their own language skills. Self- assessments have been shown to be valid in a variety of contexts, especially in the assessment of language skills. TOEIC scores have shown moderately strong correlations (.40s and .50s) with test takers self-reports of their own ability to accomplish certain English-language tasks such as the following:

Reading	Listening
Reading office memoranda	Understanding directions on how to get to a nearby location
Reading English to translate text into one’s own language	Taking a telephone message for a co-worker
Reading and understanding instructions	Understanding an extended debate on a complex topic

Speaking	Writing
Telephoning a company to place an order for an item	Writing a list of items to take on a weekend trip
Describing what a friend looks like	Writing a 5-page formal report on a project one worked on
Arguing against someone’s opinion	Writing a letter introducing oneself and describing qualifications

Release of Test Results

If you take the TOEIC test on a computer, your score will be displayed on the screen right after you finish the test. Depending on the test locations, it will take some days before your Score Certificate is ready. For more details, please contact IIG Vietnam offices in Hanoi, Da Nang, and Ho Chi Minh City or call our hotline 1900636929.

If you want to receive your Score Certificate earlier than the expected date, you can register for this service at the time of test registration. Your Score Certificate will be ready within 3-5 working days (excluding Saturdays, Sundays, and public holidays) from the test date. Only computer-based TOEIC test takers can make such a request.

Test Score Data Retention

To provide individuals or organizations with the process and Results of TOEIC test takers, IIG will preserve the results of any individual participant during 2 years from the test date.

Policy and Guidelines for the Use of TOEIC Scores

Introduction

These guidelines are designed to provide information about the appropriate use of TOEIC test scores for Corporations or schools that use the scores in making hiring, evaluation, and career promotion decisions, as well as school-related decisions. They are also intended to protect test takers from unfair decisions that may result from inappropriate uses of scores. Adherence to the guidelines is important.

The TOEIC test are designed to assess English-language proficiency relevant to today's international market. As measures with known statistical properties and high-quality technical characteristics, the score from these tests, when used properly, can improve the hiring, evaluation, and career promotion decision processes of local and multinational corporations, and other organizations where English communication skills are critical job requirements.

As more and more students go to colleges to acquire job skills in the global marketplace, schools are also increasingly using TOEIC scores to evaluate student proficiency in English.

The TOEIC Program and IIG have a particular obligation to inform users of the appropriate uses of TOEIC scores and to identify and try to rectify instances of misuse.

To this end, the following policies and guidelines are available to all TOEIC test takers, institutions, and organizations that are recipients of TOEIC scores.

Policies

In recognition of their obligation to ensure the appropriate use of TOEIC scores, the TOEIC Program and IIG developed policies designed to make score reports available only to approved recipients, to protect the confidentiality of test takers' scores, and to follow up on cases of possible misuse of scores. The policies are discussed below.

Confidentiality. TOEIC scores, whether for an individual or aggregated for an institution, are confidential and can be released only by authorization of the individual or institution or by compulsion of legal process.

We recognize test takers' rights to privacy with regard to information that is stored in data or research files held by Educational Testing Service and IIG and our responsibility to protect test takers from unauthorized disclosure of the information.

Encouragement of appropriate use and investigation of reported misuse. All organizational

users of TOEIC scores have an obligation to use the scores in accordance with the guidelines that follow (i.e., using multiple criteria, accepting, only official TOEIC scores, etc.). Organizations have a responsibility to ensure that all individuals using TOEIC scores are aware of these guidelines and to monitor

The use of the scores, correcting instances of misuse when they are identified. The TOEIC Program and IIG are available to assist institutions in resolving score-misuse issues.

Guidelines

■ Use Multiple Criteria

Regardless of the decision to be made, multiple sources of

Information should be used to ensure fairness and to balance the limitations of any single measure of knowledge, skills, or abilities. These sources may include graduate or undergraduate grade point average, years of experience in the target position, and recommendations from past supervisors and colleagues. When used in conjunction with other criteria, TOEIC scores can be a powerful tool in making hiring, evaluation, promotion, or school-related decisions.

■ Accept Only Official TOEIC Score Certificates

The only official certificates of TOEIC scores are those issued by ETS or by IIG. If an organization administers a TOEIC test internally, with ETS knowledge and approval, it can obtain and keep score certificates of that test. Scores obtained from other sources should not be accepted. If there is a question about the authenticity of a score certificate, the question should be referred to IIG, who will then verify the accuracy of the scores and whether an official report was issued? **Maintain Confidentiality of TOEIC Scores**

All individuals who have access to TOEIC scores should be aware of the confidential nature of the scores and agree to maintain their confidentiality. Policies should be developed and implemented to ensure that confidentiality is maintained.

Policy and Guidelines for the Use of TOEIC Scores *(continued)*

Normally Appropriate Uses and Misuses of TOEIC Scores

The suitability of a TOEIC test for a particular use should be explicitly before using test scores for that purpose. The list of appropriate uses of TOEIC scores that follows is based on the policies and guidelines outlined. The list is meant to be illustrative, not exhaustive, in nature. There may be other appropriate uses of TOEIC scores, but any uses other than those listed below should be discussed in advance with TOEIC Program staff and IIG to determine their appropriateness.

If a use other than those appropriate uses listed below is contemplated, it will be important for the user to validate the use of scores for that purpose. The TOEIC Program staff and IIG will provide advice on the design of such validity studies.

Appropriate Uses

Provided all applicable guidelines are followed, TOEIC scores are suitable for the uses described below.

- Hiring of applicants for an open position within a corporation or organization where workplace/everyday-life English is a required job skill
- Placement of applicants or candidates within a corporation or organization where workplace/everyday-life English is a required job skill
- Promotion of candidates within a corporation or organization where workplace/everyday-life English is a required job skill
- Measurement of workplace/ everyday-life English proficiency levels of students in schools
- Measurement of individuals' progress in workplace/everyday-life English proficiency levels over time.



TOEIC – THE WORLD’S LEADING TEST OF ENGLISH LANGUAGE PROFICIENCY IN THE GLOBAL WORKPLACE



USED WIDELY IN
150
COUNTRIES



~7 MILLION PEOPLE
TAKE THE TOEIC TEST EACH YEAR

7/10 BIGGEST CORPORATIONS
IN THE WORLD
USE THE TOEIC TEST TO HIRE, PLACE AND PROMOTE THEIR EMPLOYEES



MORE THAN **14,000**
ORGANIZATIONS USE THE TOEIC
TEST IN THEIR RECRUITMENT AND
ASSESSMENT OF EMPLOYEES

TOEIC is an English language test designed specifically to measure the everyday English skills of non-native speakers working in an international environment, developed by the Educational Testing Service (ETS).

In Vietnam, TOEIC has been used as English proficiency benchmarks for graduation in **more than 127 universities, colleges, vocational schools**, and as standards for hiring, placing and promoting employees of **more than 350 corporations and companies** nationwide.