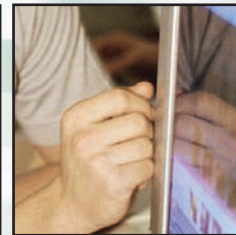
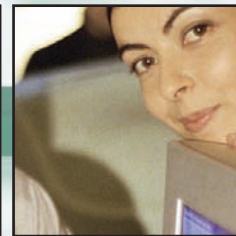
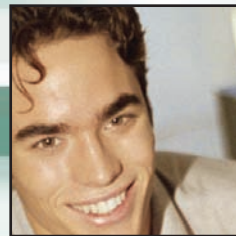




TOEIC

Know English. Know Success.

Examinee Handbook



Listening.
Learning.
Leading.

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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 skills 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 administered by audiocassette or CD. You will be asked to answer questions based on a variety of statements, questions, short conversations, and short 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.

You will respond to test questions by marking one of the letters (A), (B), (C), or (D) with a pencil on a separate answer sheet. Although the actual testing time is approximately two hours, additional time is needed to allow you to complete the TOEIC background questionnaire on the answer sheet. Therefore, you should allow approximately 2.5 hours to take the test.

Who takes the TOEIC test

- ▮ personnel who use English in real-life work settings, such as businesses, hotels, hospitals, restaurants, international meetings, conventions, and sports events
- ▮ managerial, sales, and technical employees in international business, commerce, and industry who require English for their work
- ▮ candidates for training to be conducted in English
- ▮ individuals in English-language training programs

Frequently Asked Questions

Why take the TOEIC test?

The TOEIC test is the choice of more than 4 million examinees a year and is recognized by thousands of corporations. As a fair and objective measure of English proficiency, the TOEIC test will enable you to:

- ▮ 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

When and where can I take the TOEIC test?

The TOEIC test is available throughout the world. Testing can be arranged through corporations or other organizations that ask employees or job applicants to take the TOEIC test. In addition, many language-training programs and schools offer TOEIC testing. If testing has not been arranged through your organization, contact your local ETS Europe TOEIC representative to find out when and where you can take the test.

How much does the TOEIC test cost?

TOEIC prices vary worldwide. To inquire about pricing in your area, contact your local ETS Europe TOEIC representative.

What score do I need to “pass” the TOEIC test?

The TOEIC test is not the kind of test that one “passes” or “fails.” 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 people to demonstrate what they currently can accomplish in English. The single, continuous scale also makes it possible for learners to set attainable goals 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 out particular responsibilities. Your company may require employees to have a minimum TOEIC score due to the corresponding level of English that is needed on the job. Many companies offer English 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 and situations 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, museums, 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?

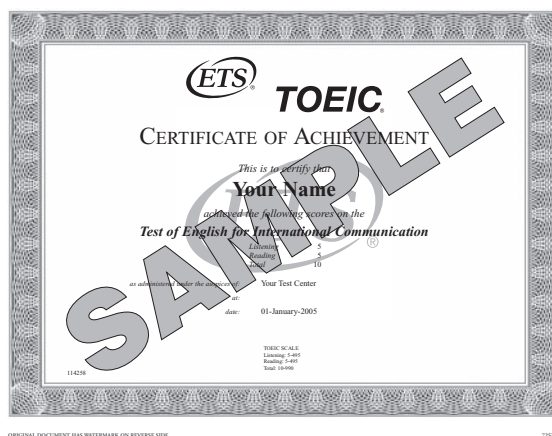
If you require special testing arrangements because of a disability, please contact your local TOEIC representative office to discuss your needs at least two weeks in advance of the test date. Your representative will make every effort to accommodate you. There is no additional cost for special accommodations.

Certificate of Achievement

The TOEIC Certificate of Achievement is an acknowledgement of your English proficiency. The TOEIC Certificate of Achievement is not available through some services. Contact your local representative for availability.

The Certificate of Achievement features:

- your name
- your scores
- test date and location
- administering organization
- watermark on back
- a format that is suitable for framing



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 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 test does not test “business English,” and you are not required to know specialized business and technical vocabulary beyond that of a person who uses English 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 and how to mark your answers on the answer sheet. You can then focus your attention on the questions themselves, rather than on the format. Review carefully the test directions and the sample questions on pages 7–12 and the sample answer sheet and sample Background Questionnaire on pages 14–17.
- ▮ 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 tapes, 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 your answers on your answer sheet and not in the test book.
- ▮ Mark only one answer for each question.
- ▮ 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. You will receive credit only for answers marked in the circles on the answer sheet. Your score will be based on the number of questions you answer correctly. If you mark more than one answer, that question will be counted wrong—even if one of the answers you marked is correct.

Identification Requirements

All test takers must read Part 1. Depending on whether you will be testing 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. 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 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 on the registration, you will not be permitted to test.

- ▮ 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 under the name you registered, or you will not be permitted to 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.

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.



Acceptable Primary Identification Documents

- passport with photograph and signature
- driver's license with photograph and signature
- state identification with photograph and signature
- national identification with photograph and signature
- military identification with photograph and signature

Acceptable Secondary Identification Documents

If your primary identification is missing either a photograph or signature, you must present one of the following secondary IDs that can be used to meet the photograph or signature requirement; you must present one of the following secondary IDs in addition to your primary ID. Secondary IDs that can be used to meet the photograph or signature requirements are:

- **a government-issued identification document** that has not expired including but not limited to passport, driver's license, state identification, national identification, or military identification. (There are some exceptions: see "Unacceptable Identification Documents" below.)
- **student ID**

Unacceptable identification Documents

- any expired ID
- draft classification card
- credit card of any kind
- Social Security card
- learner's permit or any temporary identification document
- international driver's license
- international student ID
- notary-prepared letter or document
- employee identification card

If you cannot meet the specified ID requirements or if you have questions about ID, please contact your local ETS Europe TOEIC representative before registering for the test.

Part 2: If Testing WITHIN Your Country of 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 this 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 on this page.

If your primary ID does not contain your signature, you must either sign the document or present an additional ID from the list of secondary identification documents. The secondary ID cannot be expired and must contain a recent, recognizable photograph and your signature.

Part 3: If Testing OUTSIDE Your Country of Citizenship

You **MUST PRESENT YOUR PASSPORT** as your primary identification document (citizens of European and Schengen Zone countries, see special requirements below). 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 Part 1) that contains a recent, recognizable photo 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 Part 1).

European Union/Schengen Zone Countries

If you are taking the test within a European Union or Schengen Zone country outside your own, you may use your valid national or European identity card if you have one. The card you present must contain a recent, recognizable photograph, your date of birth, and your signature. If your form of identification is not in English language letters and the test administrator cannot read the language in which it is written, you may not be allowed to test. If your official ID does not contain your signature, you must present an additional document from the list of secondary identification documents (see Part 1) that does contain your signature.

Preparing to take the TOEIC test *(continued)*

Test Center Procedures and Regulations

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.

- No test taker will be admitted after test materials have been distributed.
- 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 may not mark or underline words in the test book or make notes in the test book or on the answer sheet.
- You must have the supervisor's permission to leave the testing room. Any lost time cannot be made up.
- 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 required to return your test book and answer sheet to the test supervisor.

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 or during breaks
- 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 (including those with flashing lights or alarm sounds), stopwatches,

dictionaries, translators, 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, during breaks, or after the test
- 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.
- using scratch paper during untimed sections of the test or during breaks
- tampering with a computer
- taking a weapon or firearm into the test center
- taking food, drink, or tobacco into the testing room
- leaving the test center vicinity during the test session or during breaks
- 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.
- referring to, looking through, or working on any test, or test section, when not authorized to do so, or working after time has been called
- failing to follow any of the test administration regulations in this examinee handbook, given by the test administrator/supervisor, or specified in any test materials
- The local ETS Europe TOEIC representative reserves the right to take all action—including, but not limited to, barring you from future testing and/or canceling your scores—for failure to comply with test administration regulations or the test administrator/supervisor's directions. If your scores are canceled, they will not be reported, and your fees will not be refunded.

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 difficulties you would find in an actual TOEIC test.

General Directions

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

This is a test of your ability to use the English language. The total time for the test is approximately two hours. It is divided into seven parts. Each part of the test begins with a set of specific directions. Be sure you understand what you are to do before you begin work on a part.

You will find that some of the questions are harder than others, but you should try to answer each question to the best of your ability. Your score will be based on the number of questions you answer correctly.

Do not mark your answers in this test book. **You must put all of your answers on the separate answer sheet that you have been given.** When putting your answer to a question on your answer sheet, be sure to fill in the answer space corresponding to the letter of your choice. Fill in the space so that the letter inside the oval cannot be seen, as shown in the example below.

Example

Mr. Jones ----- to his accountant yesterday.

- (A) talk
- (B) talking
- (C) talked
- (D) to talk

Sample Answer
a b , d

The sentence should read, "Mr. Jones talked to his accountant yesterday." Therefore, you should choose answer (C). Notice how this has been done in the example above.

Mark only one answer for each question. If you change your mind about an answer after you have marked it on your answer sheet, completely erase your old answer and then mark your new answer. You must mark the answer sheet carefully so that the test-scoring machine can accurately record your test score.

Section I: Listening

In this section of the test, you will have the chance to show how well you understand spoken English. There are four parts to this section, with special directions for each part.

Part I: Photographs

Directions: For each question, you will see a picture in your test book and you will hear four short statements. The statements will be spoken just one time. They will not be printed in your test book, so you must listen carefully to understand what the speaker says.

When you hear the four statements, look at the picture in your test book and choose the statement that best describes what you see in the picture. Then, on your answer sheet find the number of the question and mark your answer. Look at the sample below.



Example

You will hear: Now listen to the four statements.

- (A) They're looking out of the window.
- (B) They're having a meeting.
- (C) They're eating in a restaurant.
- (D) They're moving the furniture.

Statement (B), "They're having a meeting," best describes what you see in the picture. Therefore, you should choose answer (B).

Sample Answer
a , c d

Sample Questions (continued)

SAMPLE QUESTIONS

Question 1

You will see:

1.



- You will hear:
1. Look at the picture marked number 1 in your test book.
 - (A) She's speaking into a microphone.
 - (B) She's putting on her glasses.
 - (C) She has both eyes open.
 - (D) She's using a microscope.

Question 2

You will see:

2.



- You will hear:
2. Look at the picture marked number 2 in your test book.
 - (A) The tables are being moved around.
 - (B) The waiters are wearing white jackets.
 - (C) All the chairs are occupied.
 - (D) The two men are waiting to be seated.

Part II: Question-Response

Directions: In this part of the test, you will hear a question or statement spoken in English, followed by three responses, also spoken in English. The question or statement and the responses will be spoken just one time. They will not be printed in your test book, so you must listen carefully to understand what the speakers say. You are to choose the best response to each question.

Example

Now listen to a sample question.

You will hear: Good morning, John. How are you?

- You will also hear:
- (A) I am fine, thank you.
 - (B) I am in the living room.
 - (C) My name is John.

The best response to the question "How are you?" is choice (A), "I am fine, thank you." Therefore, you should choose answer (A).

SAMPLE QUESTIONS

Question 1

- You will hear:
1. Ms. Morikawa has worked here for a long time, hasn't she?
 - (A) At three o'clock.
 - (B) No, I've lost my watch.
 - (C) More than ten years.

Question 2

- You will hear:
2. Which of these papers has a wider circulation?
 - (A) The morning edition.
 - (B) Get more exercise.
 - (C) By messenger.

Question 3

- You will hear:
3. Have you been to Paris before?
 - (A) No, they don't have it.
 - (B) Only once, about five years ago.
 - (C) Yes, there are four of them.

Question 4

- You will hear:
4. Why don't we get something to eat after the meeting?
 - (A) Because we are early.
 - (B) No, we don't.
 - (C) That's a good idea.

Question 5

- You will hear:
5. Has Mr. Garcia given you an assignment, or can you help me for a while?
 - (A) I'm free all morning.
 - (B) Mr. Garcia's present was very nice.
 - (C) Yes, you can.



Part III: Short Conversations

Directions: In this part of the test, you will hear short conversations between two people. The conversations will not be printed in your test book. You will hear the conversations only once, so you must listen carefully to understand what the speakers say.

In your test book you will read a question about each conversation. The question will be followed by four answers. You are to choose the best answer to each question and mark it on your answer sheet.

SAMPLE QUESTIONS

Question 1

- You will hear:*
1. (Man) We should think about finding another restaurant for lunch.
(Woman) Why? The food and service here are great.
(Man) Yes, but the prices are going up every week.

- You will read:*
1. Why is this man unhappy with the restaurant?
(A) It is too noisy.
(B) It is too expensive.
(C) It is too crowded.
(D) It is too difficult to find.

Question 2

- You will hear:*
2. (Woman A) How was Dr. Borg's recent trip to Singapore?
(Woman B) She enjoyed the tour of the port very much.
(Woman A) They say it's one of the most active in Asia.

- You will read:*
2. What did Dr. Borg find interesting?
(A) The tourist center.
(B) The airport.
(C) The musical performance.
(D) The harbor.

Question 3

- You will hear:*
3. (Man A) We'll need to resurface this whole stretch of highway.
(Man B) Is that really necessary? We did this section last year.
(Man A) I know. The heavy traffic in this area has ruined it already.

- You will read:*
3. Who are the speakers?
(A) Police officers.
(B) Physical therapists.
(C) Road engineers.
(D) Certified accountants.

Question 4

- You will hear:*
4. (Woman) We received your payment on time, but you actually paid more than you were billed.
(Man) Really? Maybe I read the billing statement incorrectly.
(Woman) You might want to check your records. Meanwhile, I'll send you a refund of your overpayment.

- You will read:*
4. What did the man do?
(A) He lost his bill.
(B) He paid the wrong amount.
(C) He misread his calendar.
(D) He requested a refund.

Question 5

- You will hear:*
5. (Man) I see you've enlarged the Wakefield factory.
(Woman) Yes, starting this fiscal year we'll be able to produce 800 cars a month.
(Man) I imagine you'll be hiring more people, right?

- You will read:*
5. What are they discussing?
(A) New car models.
(B) Staff reductions.
(C) Plant capacity.
(D) Architectural designs.

Sample Questions (continued)

Part IV: Short Talks

Directions: In this part of the test, you will hear several short talks. Each will be spoken just one time. They will not be printed in your test book, so you must listen carefully to understand and remember what is said.

In your test book you will read two or more questions about each short talk. The questions will be followed by four answers. You are to choose the best answer to each question and mark it on your answer sheet.

SAMPLE QUESTIONS

You will hear: Questions 1 and 2 refer to the following announcement.

Good afternoon and welcome aboard Nordair Flight 857 from Copenhagen to Bangkok, with intermediate stops in Dubai and Calcutta. We are preparing for departure in a few minutes. At this time your seat should be returned to its full upright position and your seat belt should be fastened. Our anticipated total flying time to Dubai is six hours and twenty-five minutes. I hope you enjoy the flight.

You will hear: Now read question 1 in your test book and answer it.

You will read: 1. What is the final destination of the flight?

(A) Bangkok.
(B) Copenhagen.
(C) Dubai.
(D) Calcutta.

You will hear: Now read question 2 in your test book and answer it.

You will read: 2. What will happen in a few minutes?

(A) The flight will land in Dubai.
(B) The passengers will board the plane.
(C) The plane will take off.
(D) The gate number will be announced.

You will hear: Questions 3 through 5 refer to the following talk.

Ladies and Gentlemen: It gives me great pleasure to introduce Masami Suzuki, senior vice president and a member of the board of directors. Prior to joining our firm, our speaker was an award-winning professor of economics for more than a decade. Dr. Suzuki spent several years at our branch offices in Madrid and Zurich and will talk to

us today about contemporary patterns in foreign trade. Please join me in giving a big welcome to Masami Suzuki.

You will hear: Now read question 3 in your test book and answer it.

You will read: 3. What is the purpose of the talk?

(A) To nominate someone to the board of directors.
(B) To introduce a guest speaker.
(C) To report on a research study about university education.
(D) To announce a sales award.

You will hear: Now read question 4 in your test book and answer it.

You will read: 4. What is Dr. Suzuki's present position?

(A) Chief executive officer.
(B) Branch manager.
(C) Professor of economics.
(D) Senior vice president.

You will hear: Now read question 5 in your test book and answer it.

You will read: 5. What is Dr. Suzuki's topic?

(A) Establishing a branch office.
(B) The economy of Spain.
(C) Current international trade trends.
(D) Life in Switzerland.

Section 2: Reading

In this section of the test you will have the chance to show how well you understand written English. There are three parts to this section with special directions for each part.

Part V: Incomplete Sentences

Directions: This part of the test has incomplete sentences. Four words or phrases, marked (A), (B), (C), (D), are given beneath each sentence. You are to choose the one word or phrase that best completes the sentence. Then, on your answer sheet, find the number of the question and mark your answer.

Example

Because the equipment is very delicate, it must be handled with -----.

- (A) caring
(B) careful
(C) care
(D) carefully

Sample Answer
a b , d

The sentence should read, "Because the equipment is very delicate, it must be handled with care." Therefore, you should choose answer (C).



SAMPLE QUESTIONS

- Mr. Yang's trip will ----- him away from the office for ten days.
 (A) withdraw
 (B) continue
 (C) retain
 (D) keep
- The company that Marie DuBois started now sells ----- products throughout the world.
 (A) its
 (B) it
 (C) theirs
 (D) them
- If your shipment is not delivered ----- Tuesday, you can request a full refund for the merchandise.
 (A) at
 (B) by
 (C) within
 (D) while
- The hotel breakfast ----- fresh fruit juice and a choice of pastries.
 (A) includes
 (B) to include
 (C) including
 (D) was included
- We regret to announce the ----- of the training session scheduled for April 21.
 (A) denial
 (B) incapability
 (C) postponement
 (D) dismissal

Part VI: Error Recognition

Directions: In this part of the test, each sentence has four words or phrases underlined. The four underlined parts of the sentence are marked (A), (B), (C), (D). You are to identify the one underlined word or phrase that should be corrected or rewritten. Then, on your answer sheet, find the number of the question and mark your answer.

Example

All employee are required to wear their

identification badges while at work.

Sample Answer
 , b c d

The underlined word "employee," is not correct in this sentence. This sentence should read, "All employees are required to wear their identification badges while at work." Therefore, you should choose answer (A).

SAMPLE QUESTIONS

- The pamphlet contains some importance information about the current exhibit.
 A B C D
- No matter how long it taking to finish the annual report, it must be done properly.
 A B C D
- The popularity of jogging appears to have decreased onto the past couple of years.
 A B C D
- According to the hotel manager, laundry sent out by 10:00 AM it will be returned by 5:00 PM the same day.
 A B C D
- The totally net worth of the company at the time of its sale was 25.1 million euros.
 A B C D

Part VII: Reading Comprehension

Directions: The questions in this part of the test are based on a selection of reading materials, such as notices, letters, forms, newspaper and magazine articles, and advertisements. You are to choose the **one** best answer, (A), (B), (C), or (D), to each question. Then, on your answer sheet, find the number of the question and mark your answer. Answer all questions following each reading selection on the basis of what is **stated** or **implied** in that selection.

Example:

The Museum of Technology is a "hands-on" museum, designed for people to experience science at work. Visitors are encouraged to use, test, and handle the objects on display. Special demonstrations are scheduled for the first and second Wednesdays of each month at 13:30. Open Tuesday–Friday 12:00–16:30, Saturday 10:00–17:30, and Sunday 11:00–16:30.

When during the month can visitors see special demonstrations?

- Every weekend.
 - The first two Wednesdays.
 - One afternoon a week.
 - Every other Wednesday.
- Sample Answer
 a , c d

The reading selections say that the demonstrations are scheduled for the first and second Wednesdays of the month. Therefore, you should choose answer (B).

Sample Questions (continued)

SAMPLE QUESTIONS

Questions 1–2 refer to the following card.

Welcome, Ms. Martelli,
to the Star Plaza Hotel. We hope you
have a pleasant stay. Please present this
card when enjoying our restaurant, coffee
shop, and sporting facilities and when
signing charges to your room account.

Check Out Date: 10th December

Room No. 635 P. Angelo
Desk Clerk

- When did the guest receive this card?
(A) When making a room reservation
(B) When checking into the hotel
(C) When ordering a meal at a restaurant
(D) When paying the bill
- Who issued this card to the guest?
(A) P. Angelo
(B) Ms. Martelli
(C) The hotel manager
(D) The restaurant cashier

SAMPLE QUESTIONS

Questions 3–5 refer to the following notice.

NOTICE

If you are unable to work because of an extended illness or injury that is not work-related, you may be entitled to receive weekly benefits from your employer or the firm's insurance company.

- n To claim benefits, you must file a claim form within thirty days of the first day of your absence from work.
- n Before filing the claim, you must ask your doctor to fill in the doctor's statement on the claim form, stating the period of absence.

- To whom is this notice addressed?
(A) Employers
(B) Doctors
(C) Employees
(D) Insurance agents
- When must the claim form be filed?
(A) On the first of the month
(B) On the thirtieth of the month
(C) On the first day of disability
(D) Within 30 days of the start of disability
- What must be done before the claim can be submitted?
(A) The employee's company must be notified.
(B) The form must be duplicated.
(C) A government agency must be contacted.
(D) A doctor's statement must be completed.

Answer Key

PART I	PART II	PART III	PART IV	PART V	PART VI	PART VII
1. D	1. C	1. B	1. A	1. D	1. C	1. B
2. B	2. A	2. D	2. C	2. A	2. B	2. A
	3. B	3. C	3. B	3. B	3. C	3. C
	4. C	4. B	4. D	4. A	4. C	4. D
	5. A	5. C	5. C	5. C	5. A	5. D

TOEIC Background Questionnaire and Answer Sheet



In order to provide enhanced feedback to TOEIC clients and examinees, the TOEIC Program will ask you to answer some additional questions at the testing session before you take the TOEIC test.

Background Questionnaire

The TOEIC Background Questionnaire asks about your educational, work, 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. A sample of the questionnaire is included on pages 14 and 15.

Answer Sheet

A sample of the answer sheet appears on pages 16 and 17 of the TOEIC Examinee Handbook.

Accent Marks

If your name (family name and first name) is written with any accent marks, you should complete the top half of section 1 on side 1 of the answer sheet. Above the boxes where you will write your name, there is an area that contains accent marks. You should fill in the circle that corresponds to the accent mark above each letter that contains an accent.

Group Code

Your test administrator may ask you to enter a number on side 1, section 5 of the answer sheet. The purpose of this group code is to enable TOEIC clients to keep track of the performance of a group of people who take the TOEIC test two or more times as part of a specific English training program. The test administrator will give you the appropriate number to enter in the group code section if your organization has asked for this option.

Custom Codes

Your test administrator may ask you to enter a number or numbers on side 2, section 12 of the answer sheet. The purpose of custom codes is to keep track of the performance of certain TOEIC examinees or groups of examinees. The test administrator will give you the appropriate number or numbers to enter in the custom codes section if your organization has asked for this option.

Before the actual test begins, if you have any questions about the TOEIC Background Questionnaire and answer sheet, please ask your test administrator.



Fill in the answers to the following questions in Section II, "Questionnaire Responses," on side 2 of your answer sheet. Fill in only one answer for each question.

Section I _____

A. Your educational and English language background

- Please choose the highest level of education listed below that you have completed or that you are currently enrolled in.
 - General secondary school
 - Secondary school for university entrance qualification or equivalent
 - Vocational school
 - Business/trade school or technical school
 - Post-secondary/undergraduate degree
 - Graduate or professional degree
- How much time have you spent studying English (in secondary and post-secondary school)?
 - None (Skip to question 5.)
 - Less than 1 year
 - 1 year or more, but less than 2 years
 - 2 years or more, but less than 5 years
 - 5 years or more, but less than 10 years
 - 10 years or more
- How much time have you spent taking English courses (not including secondary or post-secondary school) that you paid for?
 - None (Skip to question 5.)
 - Less than 1 year
 - 1 year or more, but less than 2 years
 - 2 years or more, but less than 5 years
 - 5 years or more
- How often do/did these courses take place?
 - Less than 2 hours per week
 - 2 hours or more, but < 4 hours per week
 - 4 hours or more, but < 10 hours per week
 - 10 hours or more, but < 15 hours per week
 - 15 hours or more per week

- How much time altogether have you spent studying English in training sponsored by an employer?
 - None (Skip to question 7.)
 - Less than 1 year
 - 1 year or more, but less than 2 years
 - 2 years or more, but less than 5 years
 - 5 years or more
- How often does/did this instruction take place?
 - Less than 2 hours per week
 - 2 hours or more, but < 4 hours per week
 - 4 hours or more, but < 10 hours per week
 - 10 hours or more, but < 15 hours per week
 - 15 hours or more per week

B. Your experience using English in your personal life and work

- Not including English classes, how often do you use (read, write, listen to, or speak) English now?
 - Every day/almost every day
 - 2 to 3 times a week
 - Once a week
 - Less than once a week
- Have you ever lived in a country in which English is the main language spoken?
 - No
 - Yes, for less than 6 months
 - Yes, for 6 months to 1 year
 - Yes, for more than 1 year

C. Your current status

- Which of the following best describes what you do now?
 - Employed full or part time
 - Student (Skip to Section III.)
 - Active duty in the armed forces (Skip to Section III.)
 - Homemaker (Skip to Section III.)
 - Unemployed (Skip to Section III.)
 - Participating in a work-study or apprenticeship program (Skip to Section III.)





Section II _____

A. Your present employment situation

10. Which of the following categories best applies to your job? Choose one. (The positions shown in parentheses are examples only.)
- A. Management (legislator, official, department director)
 - B. Scientific/Technical professional (engineer, research scientist)
 - C. Marketing/Sales (market analyst, sales representative)
 - D. Finance (financial auditor, accountant)
 - E. Teaching/Training
 - F. Professional specialist (business professional, economist, lawyer)
 - G. Customer service (airline attendant, hotel staff, travel agent)
 - H. Technician/Associate professional (junior engineer, medical technician, aircraft controller, safety inspector)
 - I. Clerical (secretary, bookkeeper)
 - J. Worker (trade person, machine operator, assembler, laborer)
11. What is your level in the company?
- A. Nonmanagerial/Nonsupervisory
 - B. Supervisory
 - C. Managerial

12. About how many years have you been with your company?
- A. Less than 2 years
 - B. 2 years or more, but less than 5 years
 - C. 5 years or more, but less than 10 years
 - D. 10 years or more

B. Your current use of English on the job

13. About how much of your time at work do you spend using English?
- A. 0 to 10%
 - B. 11 to 20%
 - C. 21 to 50%
 - D. 51 to 100%

Questions 14–17. How important is each of the following English skills to your work? (Choose one answer for each skill.)

14. Listening
- A. Important
 - B. Somewhat important
 - C. Not important
15. Reading
- A. Important
 - B. Somewhat important
 - C. Not important
16. Speaking
- A. Important
 - B. Somewhat important
 - C. Not important
17. Writing
- A. Important
 - B. Somewhat important
 - C. Not important

Section III _____

A. Your experience taking the TOEIC test

18. Before today, how many times have you taken the TOEIC test?
- A. Never
 - B. 1 time
 - C. 2 times
 - D. 3 times
 - E. 4 or more times
19. When did you last take the TOEIC test?
- A. Less than 6 months ago
 - B. 6 months or more, but less than 1 year ago
 - C. 1 year or more, but less than 2 years ago
 - D. 2 or more years ago

11 QUESTIONNAIRE RESPONSES

1 (A) (B) (C) (D) (E) (F)

2 (A) (B) (C) (D) (E) (F)

3 (A) (B) (C) (D) (E)

4 (A) (B) (C) (D) (E)

5 (A) (B) (C) (D) (E)

6 (A) (B) (C) (D) (E)

7 (A) (B) (C) (D)

8 (A) (B) (C) (D)

9 (A) (B) (C) (D) (E) (F)

10 (A) (B) (C) (D) (E) (F) (G) (H) (I) (J)

11 (A) (B) (C)

12 (A) (B) (C) (D)

13 (A) (B) (C) (D)

14 (A) (B) (C)

15 (A) (B) (C)

16 (A) (B) (C)

17 (A) (B) (C)

18 (A) (B) (C) (D) (E)

19 (A) (B) (C) (D)

20 (A) (B) (C) (D) (E)

21 (A) (B) (C) (D) (E)

22 (A) (B) (C) (D) (E)

23 (A) (B) (C) (D) (E)

12

CUSTOM 1			CUSTOM 2			CUSTOM 3		
0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

13 SIGNATURE AND DATE: Please copy the statement below (do not print) and sign your name as you would an official document.

I hereby agree to the conditions set forth online at www.ets.org/toEIC and/or *Examinee Handbook* and certify that I am the person whose name appears on this answer sheet.

Signature: _____ Date: _____

LISTENING SECTION

1 (A) (B) (C) (D)	26 (A) (B) (C)	51 (A) (B) (C) (D)	76 (A) (B) (C) (D)
2 (A) (B) (C) (D)	27 (A) (B) (C)	52 (A) (B) (C) (D)	77 (A) (B) (C) (D)
3 (A) (B) (C) (D)	28 (A) (B) (C)	53 (A) (B) (C) (D)	78 (A) (B) (C) (D)
4 (A) (B) (C) (D)	29 (A) (B) (C)	54 (A) (B) (C) (D)	79 (A) (B) (C) (D)
5 (A) (B) (C) (D)	30 (A) (B) (C)	55 (A) (B) (C) (D)	80 (A) (B) (C) (D)
6 (A) (B) (C) (D)	31 (A) (B) (C)	56 (A) (B) (C) (D)	81 (A) (B) (C) (D)
7 (A) (B) (C) (D)	32 (A) (B) (C)	57 (A) (B) (C) (D)	82 (A) (B) (C) (D)
8 (A) (B) (C) (D)	33 (A) (B) (C)	58 (A) (B) (C) (D)	83 (A) (B) (C) (D)
9 (A) (B) (C) (D)	34 (A) (B) (C)	59 (A) (B) (C) (D)	84 (A) (B) (C) (D)
10 (A) (B) (C) (D)	35 (A) (B) (C)	60 (A) (B) (C) (D)	85 (A) (B) (C) (D)
11 (A) (B) (C) (D)	36 (A) (B) (C)	61 (A) (B) (C) (D)	86 (A) (B) (C) (D)
12 (A) (B) (C) (D)	37 (A) (B) (C)	62 (A) (B) (C) (D)	87 (A) (B) (C) (D)
13 (A) (B) (C) (D)	38 (A) (B) (C)	63 (A) (B) (C) (D)	88 (A) (B) (C) (D)
14 (A) (B) (C) (D)	39 (A) (B) (C)	64 (A) (B) (C) (D)	89 (A) (B) (C) (D)
15 (A) (B) (C) (D)	40 (A) (B) (C)	65 (A) (B) (C) (D)	90 (A) (B) (C) (D)
16 (A) (B) (C) (D)	41 (A) (B) (C)	66 (A) (B) (C) (D)	91 (A) (B) (C) (D)
17 (A) (B) (C) (D)	42 (A) (B) (C)	67 (A) (B) (C) (D)	92 (A) (B) (C) (D)
18 (A) (B) (C) (D)	43 (A) (B) (C)	68 (A) (B) (C) (D)	93 (A) (B) (C) (D)
19 (A) (B) (C) (D)	44 (A) (B) (C)	69 (A) (B) (C) (D)	94 (A) (B) (C) (D)
20 (A) (B) (C) (D)	45 (A) (B) (C)	70 (A) (B) (C) (D)	95 (A) (B) (C) (D)
21 (A) (B) (C)	46 (A) (B) (C)	71 (A) (B) (C) (D)	96 (A) (B) (C) (D)
22 (A) (B) (C)	47 (A) (B) (C)	72 (A) (B) (C) (D)	97 (A) (B) (C) (D)
23 (A) (B) (C)	48 (A) (B) (C)	73 (A) (B) (C) (D)	98 (A) (B) (C) (D)
24 (A) (B) (C)	49 (A) (B) (C)	74 (A) (B) (C) (D)	99 (A) (B) (C) (D)
25 (A) (B) (C)	50 (A) (B) (C)	75 (A) (B) (C) (D)	100 (A) (B) (C) (D)

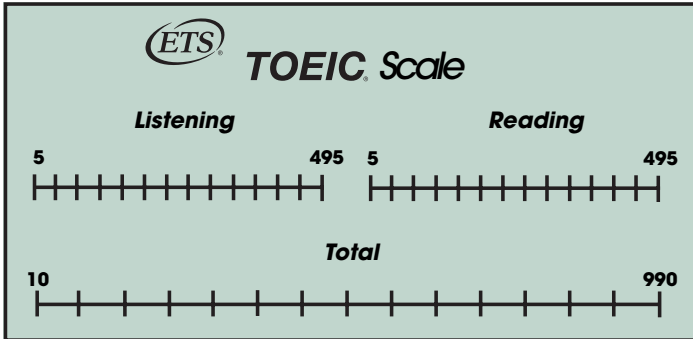
READING SECTION

101 (A) (B) (C) (D)	126 (A) (B) (C) (D)	151 (A) (B) (C) (D)	176 (A) (B) (C) (D)
102 (A) (B) (C) (D)	127 (A) (B) (C) (D)	152 (A) (B) (C) (D)	177 (A) (B) (C) (D)
103 (A) (B) (C) (D)	128 (A) (B) (C) (D)	153 (A) (B) (C) (D)	178 (A) (B) (C) (D)
104 (A) (B) (C) (D)	129 (A) (B) (C) (D)	154 (A) (B) (C) (D)	179 (A) (B) (C) (D)
105 (A) (B) (C) (D)	130 (A) (B) (C) (D)	155 (A) (B) (C) (D)	180 (A) (B) (C) (D)
106 (A) (B) (C) (D)	131 (A) (B) (C) (D)	156 (A) (B) (C) (D)	181 (A) (B) (C) (D)
107 (A) (B) (C) (D)	132 (A) (B) (C) (D)	157 (A) (B) (C) (D)	182 (A) (B) (C) (D)
108 (A) (B) (C) (D)	133 (A) (B) (C) (D)	158 (A) (B) (C) (D)	183 (A) (B) (C) (D)
109 (A) (B) (C) (D)	134 (A) (B) (C) (D)	159 (A) (B) (C) (D)	184 (A) (B) (C) (D)
110 (A) (B) (C) (D)	135 (A) (B) (C) (D)	160 (A) (B) (C) (D)	185 (A) (B) (C) (D)
111 (A) (B) (C) (D)	136 (A) (B) (C) (D)	161 (A) (B) (C) (D)	186 (A) (B) (C) (D)
112 (A) (B) (C) (D)	137 (A) (B) (C) (D)	162 (A) (B) (C) (D)	187 (A) (B) (C) (D)
113 (A) (B) (C) (D)	138 (A) (B) (C) (D)	163 (A) (B) (C) (D)	188 (A) (B) (C) (D)
114 (A) (B) (C) (D)	139 (A) (B) (C) (D)	164 (A) (B) (C) (D)	189 (A) (B) (C) (D)
115 (A) (B) (C) (D)	140 (A) (B) (C) (D)	165 (A) (B) (C) (D)	190 (A) (B) (C) (D)
116 (A) (B) (C) (D)	141 (A) (B) (C) (D)	166 (A) (B) (C) (D)	191 (A) (B) (C) (D)
117 (A) (B) (C) (D)	142 (A) (B) (C) (D)	167 (A) (B) (C) (D)	192 (A) (B) (C) (D)
118 (A) (B) (C) (D)	143 (A) (B) (C) (D)	168 (A) (B) (C) (D)	193 (A) (B) (C) (D)
119 (A) (B) (C) (D)	144 (A) (B) (C) (D)	169 (A) (B) (C) (D)	194 (A) (B) (C) (D)
120 (A) (B) (C) (D)	145 (A) (B) (C) (D)	170 (A) (B) (C) (D)	195 (A) (B) (C) (D)
121 (A) (B) (C) (D)	146 (A) (B) (C) (D)	171 (A) (B) (C) (D)	196 (A) (B) (C) (D)
122 (A) (B) (C) (D)	147 (A) (B) (C) (D)	172 (A) (B) (C) (D)	197 (A) (B) (C) (D)
123 (A) (B) (C) (D)	148 (A) (B) (C) (D)	173 (A) (B) (C) (D)	198 (A) (B) (C) (D)
124 (A) (B) (C) (D)	149 (A) (B) (C) (D)	174 (A) (B) (C) (D)	199 (A) (B) (C) (D)
125 (A) (B) (C) (D)	150 (A) (B) (C) (D)	175 (A) (B) (C) (D)	200 (A) (B) (C) (D)

TOEIC Test Scores

Score Reports

The scores you will receive are determined by the number of questions you answer correctly. 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 ensures that TOEIC scores can be compared across different test forms, which indicate similar levels of English proficiency. There is no penalty for wrong answers.



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

Interpreting Scores

The best way to know what your scores mean is to compare them to those of people who are using English in their work. Because the TOEIC test can be applied to almost any international work situation where English is used, scores have been linked to particular positions and/or job functions. The kind of work you perform now or will be performing in the future will determine the level of English you will need. Below are some real examples of the scores various companies require.

TOEIC Score Standards in Use by 5-Star Hotels in Thailand (Selected Departments/Positions)

DEPARTMENT	POSITION	MINIMUM TOTAL SCORE	MINIMUM LISTENING SCORE	MINIMUM READING SCORE
Food & Beverage	Hostess, Outlet Manager, Chef de Partie	650	350	300
	Waiter/Waitress, Bartender	525	275	250
	Banquet Attendant, Server, Dim Sum Chef	400	250	150
Front Office	Duty Manager, Chief Concierge, Chief Receptionist	750	400	350
	Guest Service Officer, Airport Representative, Reservation Sales Agent	650	325	325
Back of the House	Administration Clerk, Building Maintenance, Cost Control Officer	400	200	200



A Defense Company in France
English Competency Level

TOEIC SCORE	DESCRIPTION
900–990	Managers who are able to represent the company unaccompanied and with final authority in negotiating agreements and contracts with native English-speaking partner organizations.
800–850	Managers who are able to represent the company unaccompanied in contributing to the negotiation of agreements and contracts with partner organizations using English.
700–750	Individuals who actively participate in meetings with partner organizations using English.
600–700	Individuals who accompany and support staff members with primary responsibility for business meetings. May be called upon to give a short, prepared speech and/or to take the minutes of the meeting.
400–500	Individuals who, with the assistance of vocabulary/grammar aids, have occasional and short-term contact in English. This may include welcoming visitors (in person or by telephone) and working with the mail.

These five descriptors may be used as guidelines only. They should be adapted to real situations and should not be considered definitive.

**TOEIC Score Ranges Representative of the Level of English Necessary
for Some Typical Positions in Switzerland**

POSITION	TOEIC SCORE RANGE	CERTIFICATE
Technician, Filing Clerk, Shipping and Receiving Clerk, Laboratory Technician, Electrician	220–465 points	Brown
Bookkeeper, Materials Planner, Receptionist, Computer Operator, Order Processor, Wire Operator, Head of Technical Unit, Secretary	470–725 points	Green
Engineer, Customer Service, Buyer, Financial Analyst, Auditor, Accountant, Department Manager, Executive Secretary, Statistician, Quality Assurance Manager	730–855 points	Blue
Personnel Manager, Project Leader, R&D Engineer, Clinical Researcher, Assistant to the Managing Director, Executive Manager, Senior Accountant, Portfolio Manager, Marketing Manager	860–990 points	Gold

Repeat Test Takers

If you take another version of the TOEIC test, you will probably obtain slightly different scores from those you receive the first time. Errors of measurement occur when you perform differently on one occasion or test form than on another for reasons that may or may not be directly related to the purpose of the test. For example, you may 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. If you 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 total score would be within 35 points of your true score.

Score Validity

The TOEIC Program considers your test scores valid for two years because your proficiency can improve or decline over time. For this reason, the more recent the score, the more likely it is to be a valid indication of your proficiency.

Test Score Data Retention

To provide you and your employer with historical summary of your scores, scores will be kept on file and reported for two years.

Confidentiality of TOEIC Scores

Your scores are confidential and will be released only to your sponsoring organization and to ETS. With your written permission, scores may be provided to other organizations.

Rescore Requests

If you feel that your scores are not an accurate reflection of your ability in English, you should contact your representative within six months of the test date. The representative will rescore your answer sheet and will give you a second score report. If a discrepancy is found between the first score report and the second one, the representative will pay for rescoring your answer sheet. However, if a discrepancy is not found, you may be charged a small fee for rescoring costs.

Comments

If you have questions or comments regarding the TOEIC test, please contact your local ETS Europe TOEIC representative or contact us through www.toeic.eu.



EUROPE

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To learn more, visit www.etseurope.org.

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Tel: 0711-45 10 17 370
toeic@sprachenmarkt.de



*English Language
Learning*



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