PHONE ENGLISH

TOEIC SPEAKING C

ENGLISH CONVERSATION

SKY COMMUNITY BOOKS Published by Sky Community Group ISBN 978-89-962782-3-8

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Speaking Test Directions

This is the TOEIC Speaking Test. This test includes eleven questions that measure different aspects of your speaking ability. The test lasts approximately 20 minutes.

Question	Task	Evaluation Criteria
1, 2	Read a text aloud	pronunciationintonation and stress
3	Describe a picture	all of the above, plus • grammar • vocabulary • cohesion
4-6	Respond to questions	all of the above, plus • relevance of content • completeness of content
7-9	Respond to questions using the Information provided	all of the above
10	Propose a solution	all of the above
11	Express an opinion	all of the above

For each type of question, you will be given specific directions, including the time allowed for preparation and speaking.

It is to your advantage to say as much as you can in the time allowed. It is also important that you speak clearly and that you answer each question according to the directions.

Click on Continue to go on.

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Questions 1, 2: Read a Text Aloud

Directions: In this part of the test, you will read aloud the text on the screen. You will have 45 seconds to prepare. Then you will have 45 seconds to read the text aloud.

TOEIC Speaking

Question 1 of 11

The debate over whether to continue road construction will take place on July 23rd at 5:00 p.m. in the International Hall meeting room on the third floor. Members from the construction company and county officials will all be present at the meeting. All Fairfax County residents are encouraged to attend. Residents wishing to be heard will need to submit their names to the road construction committee prior to the start of the debate. The committee will begin by stating why they feel there is a need for road construction.

RESPONSE TIME

00:00:45

TOEIC Speaking

Question 2 of 11

On December 2nd, the headquarters of the company, located in Nevada, will hold its first national sales conference. Sales associates from all over the United States will have the opportunity to speak with one another and share their sales strategies over four days, including the weekend. Since this year marks the one-hundredth year of operation for the company, the conference will begin with a brief historical overview of the progress the organization has made since it was founded in 1955.

RESPONSE TIME 00:00:45

Questions 3: Describe a Picture

Directions: In this part of the test, you will describe the picture on your screen in as much detail as you can. You will have 30 seconds to prepare your response. Then you will have 45 seconds to speak about the picture.



Questions 4-6: Respond to Questions

Directions: In this part of the test, you will answer three questions. For each question, begin responding immediately after you hear a beep. No preparation time is provided. You will have 15 seconds to respond to Questions 4 and 5, and 30 seconds to respond to Question 6.

TOEIC Speaking

Question 4-6 of 11

Imagine that a British marketing firm is doing research in your country. You have agreed to participate in a telephone interview about exercise.

4. What is your favorite sport?

RESPONSE TIME 00:00:15

Imagine that a British marketing firm is doing research in your country. You have agreed to participate in a telephone interview about exercise.

5. How often do you play that sport?

RESPONSE TIME 00:00:15

Imagine that a British marketing firm is doing research in your country. You have agreed to participate in a telephone interview about exercise.

6. Do you prefer playing team sports or individual sports, and why?

RESPONSE TIME
00:00:30

Questions 7-9: Respond to questions using the information provided

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear a beep. No additional preparation time is provided. You will have 15 seconds to respond to Questions 7 and 8, and 30 seconds to respond to Question 9.

TOEIC Speaking

Question 7 of 11

Seoul Health Center Grand Opening

- Date : Wednesday, November 20
- Location : Conference Room, Eastern Building

Schedule :

- 10:30 : Welcome speech, Dr. Lisa Cuddy
- 11:45 : Grand opening ceremony, Dr. Gregory Evans
- 12:15 : Tour of facilities, Dr. James House
- 12:30 : Lunch in onsite cafeteria
- 2:00 : Presentation on medical technologies,
- 3:30 : Lecture on patient needs, Dr. Eric Foreman
- 4:30 : Closing thoughts, Dr. Stacy Warner

7. Could you tell me where the Grand Opening is being held and what time it starts?

RESPONSE TIME

00:00:15

Question 8-9 of 11

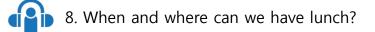
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- 3:30 : Lecture on patient needs, Dr. Eric Foreman
- 4:30 : Closing thoughts, Dr. Stacy Warner



RESPONSE TIME 00:00:15

9. What will Dr. Foreman give a lecture about?

RESPONSE TIME

Questions 10: Propose a solution

Directions: In this part of the test, you will be presented with a problem and asked to propose a solution. You will have 30 seconds to prepare. Then you will have 60 seconds to speak.

In your response, be sure to

- \cdot show that you recognize the problem, and
- \cdot propose a way to deal with the problem.

TOEIC Speaking

Question 10 of 11



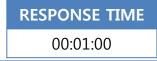


[narration]

Hello, my name is Jacob Lewis, and I am applying for a position in your company. I just received your email that you want to interview me for the job. I know you said that you would like to interview me this Thursday, but, unfortunately, I have a final exam at school that same day. Is there a way we can arrange the interview for another day? I am so sorry to change the date, but I have been so busy with final exams this week. I hope you understand my situation ...Also, could you clarify what I should bring to the interview? You should have my phone number, so please call me back when you're not busy. Thank you.

In your response, be sure to

- \cdot show that you recognize the problem, and
- · propose a way to deal with the problem.



Questions 11: Express an opinion

Directions: In this part of the test, you will give your opinion about a specific topic. Be sure to say as much as you can in the time allowed. You will have 15 seconds to prepare. Then you will have 60 seconds to speak.

TOEIC Speaking

Question 11 of 11

'Telecommuting' refers to workers doing their jobs from home for part of each week and communicating with their office using computer technology. Telecommuting is growing in many countries and is expected to be common for most office workers in the coming decades. How do you think society will be affected by the growth of telecommuting?

RESPONSE TIME

00:01:00

Questions 1, 2: Read a Text Aloud

Directions: In this part of the test, you will read aloud the text on the screen. You will have 45 seconds to prepare. Then you will have 45 seconds to read the text aloud.

TOEIC Speaking

Question 1 of 11

The latest sag in the economy is being ascribed the worker's strike that stopped production at many plastic factories. Several key plastic plants in the west were closed for a few months. The high demand for plastic products has increased prices. Consumer sales dropped to a new low for the plastic industry. Next year, as plastic manufacturers increase salaries and benefits for workers, production will increase, prices will decrease, and sales will rise again.

RESPONSE TIME

00:00:45

TOEIC Speaking

Question 2 of 11

As International Food Mart, we do our best to take advantage of every opportunity to learn from the comments and ideas of our customers. An overwhelming ninety-four percent of our customers rated our prices and bonus sales as "outstanding" or "far above average" when compared to competing supermarkets. Also, we were pleased to learn that eight-seven percent of our customers rated our customer service and friendliness of employees as "far about average" or higher.

> RESPONSE TIME 00:00:45

Questions 3: Describe a Picture

Directions: In this part of the test, you will describe the picture on your screen in as much detail as you can. You will have 30 seconds to prepare your response. Then you will have 45 seconds to speak about the picture.





00:00:30

Questions 7-9: Respond to questions using the information provided

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear a beep. No additional preparation time is provided. You will have 15 seconds to respond to Questions 7 and 8, and 30 seconds to respond to Question 9.

TOEIC Speak	king Question 7 of 11	
BR Telecom, Inc. Annual Job Fair September 14, BR Building		
9:30-9:45	Welcome and introductions (BR Telecom's Personnel Officer)	
9:45-10:30	Overview of today's manufacturing industry (Bob Hadley,	
	Technology Expert)	
10:30-12:30 :	: Application Periods	
	Application Period 1 : sales positions (Room 3A)	
	Application Period 2 : administration positions (Room 2C)	
12:30-1:30	Break for lunch*	
1:30-3:30	Workshop	
	Session A : "Build Your Resume" (Auditorium)	
	Session B : "Develop Your Interview Skills" (Room 1B)	
3:30-4:00	Closing speech (BR Telecom's Personnel Officer)	
*Lunch will nc	ot be provided, available at the cafeteria.	
7. I heard that we should apply for sales positions after lunch.		
RESPONSE TIME		
00:00:15		

TOEIC Speak	ing Question 8-9 of 11	
	BR Telecom, Inc. Annual Job Fair September 14, BR Building	
9:30-9:45	Welcome and introductions (BR Telecom's Personnel Officer)	
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12:30-1:30	Break for lunch*	
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	Session A : "Build Your Resume" (Auditorium)	
	Session B : "Develop Your Interview Skills" (Room 1B)	
3:30-4:00	Closing speech (BR Telecom's Personnel Officer)	
*Lunch will no	t be provided, available at the cafeteria.	
8. Since it's a full day event, are you providing lunch?		
	00:00:15	
9. There will only be one workshop after the lunch break, right?		
	RESPONSE TIME 00:00:30	

Questions 10: Propose a solution

Directions: In this part of the test, you will be presented with a problem and asked to propose a solution. You will have 30 seconds to prepare. Then you will have 60 seconds to speak.

In your response, be sure to

- \cdot show that you recognize the problem, and
- \cdot propose a way to deal with the problem.

TOEIC Speaking

Question 10 of 11





[narration]

Hi, this is Emily Clark. Yesterday, I bought a printer from your computer store, but, um, I was disappointed to find that the printer does not turn on at all. I don't know if you can fix it; but if you can't, I would like to return the printer and buy a new one. My office is in real need of a good printer since my workers have a lot of files to print everyday. I have kept my receipt for the printer and all the booklets that came along in the box container. You can reach me at my office. My number is 123-1234. Thank you.

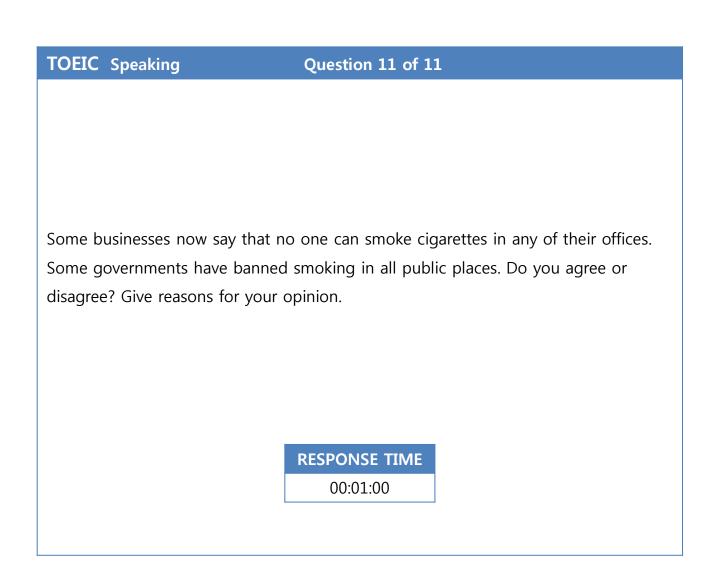
In your response, be sure to

- \cdot show that you recognize the problem, and
- \cdot propose a way to deal with the problem.

RESPONSE TIME 00:01:00

Questions 11: Express an opinion

Directions: In this part of the test, you will give your opinion about a specific topic. Be sure to say as much as you can in the time allowed. You will have 15 seconds to prepare. Then you will have 60 seconds to speak.



Questions 1, 2: Read a Text Aloud

Directions: In this part of the test, you will read aloud the text on the screen. You will have 45 seconds to prepare. Then you will have 45 seconds to read the text aloud.

TOEIC Speaking

Question 1 of 11

In order to comply with the wishes of our highly valued customers, we will be making several changes in the next few months of our supermarket. In two weeks, a project will commence to expand our parking lot to accommodate forty-five more vehicles. Also, beginning in March, we will be receiving over thirty new and exotic fruits and vegetables from all over the world, which we will alternate monthly to increase our variety. We hope you enjoy these changes!

RESPONSE TIME

00:00:45

TOEIC Speaking

Question 2 of 11

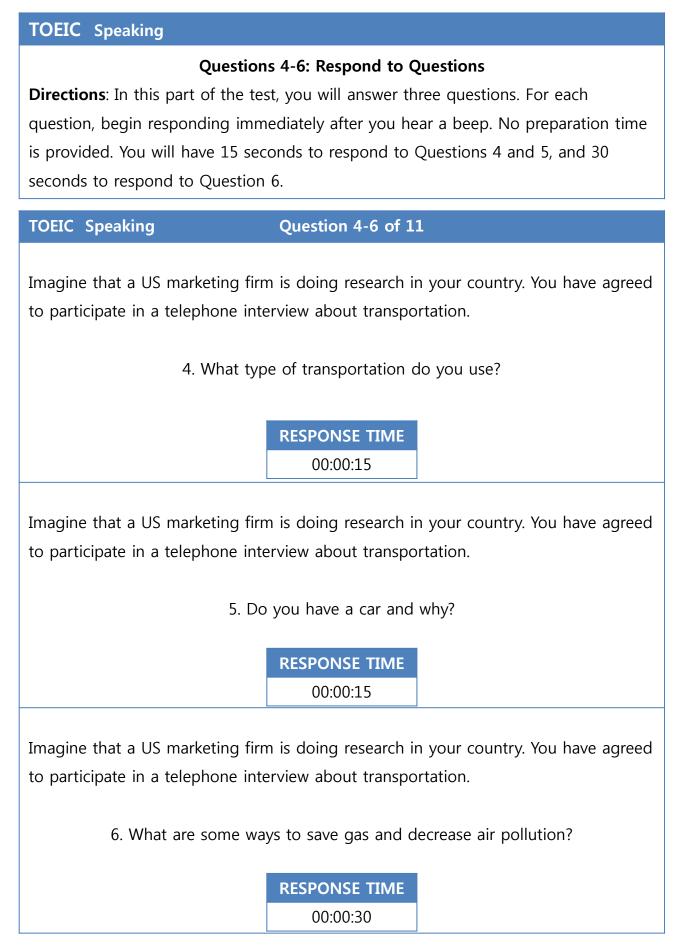
Electronic theft has become an enormous and expensive problem for local businesses. Research shows that businesses that utilize security software have fewer incidences of theft. A local software security company recommends using several for ms of data security. Data security could be as simple as installing a firewall on your computer or as complicated as having all of your data encrypted. However, electronic theft remains a problem and new laws addressing this issue need to be established.

RESPONSE TIME
00:00:45

Questions 3: Describe a Picture

Directions: In this part of the test, you will describe the picture on your screen in as much detail as you can. You will have 30 seconds to prepare your response. Then you will have 45 seconds to speak about the picture.





Questions 7-9: Respond to questions using the information provided

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear a beep. No additional preparation time is provided. You will have 15 seconds to respond to Questions 7 and 8, and 30 seconds to respond to Question 9.

TOEIC Speaking

Question 7 of 11

Winter Fitness Programs at Gangnam Gym

Adult physical fitness courses :

Tuesday – Saturday 9:30 – 4:00, every week during the winter

Children's courses :

Refer to the listings below. all participants must present current health records.

Cost : \$55/week for adults, \$25/course for children

>November Children's Courses

- Beginner's Tennis
- (Tuesday, Thursday 09:00 11:30)
- Swimming (Wednesday, Friday 09:00 11:30)

December Children's Courses

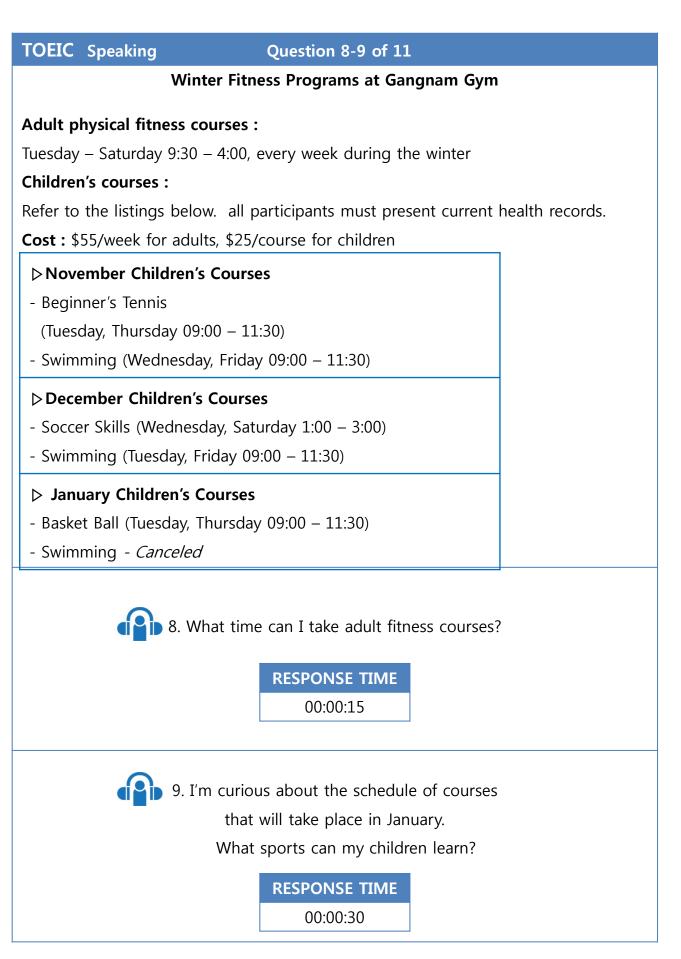
- Soccer Skills (Wednesday, Saturday 1:00 3:00)
- Swimming (Tuesday, Friday 09:00 11:30)

> January Children's Courses

- Basket Ball (Tuesday, Thursday 09:00 11:30)
- Swimming Canceled

• 7. How much will it cost for my two children and me?

RESPONSE TIME 00:00:15



Questions 10: Propose a solution

Directions: In this part of the test, you will be presented with a problem and asked to propose a solution. You will have 30 seconds to prepare. Then you will have 60 seconds to speak.

In your response, be sure to

- \cdot show that you recognize the problem, and
- \cdot propose a way to deal with the problem.

TOEIC Speaking

Question 10 of 11





[narration]

Hello, this is John Edwards. I'm calling about an airplane ticket that I booked online yesterday. Well...actually, my wife booked the ticket for me, and the problem is that she booked a flight to Los Angeles with one stop. I really want to change that to a non-stop flight, because I need to get to Los Angeles as fast as possible. I have no time to waste since I have many business affairs to attend when I arrive. I tried to see if I can change my airplane information online, but it seems that I can't cancel or change my flight by internet. You can reach me on my home phone number, which is 703-4444. Thank you.

In your response, be sure to

- \cdot show that you recognize the problem, and
- \cdot propose a way to deal with the problem.

RESPONSE TIME 00:01:00

Questions 11: Express an opinion

Directions: In this part of the test, you will give your opinion about a specific topic. Be sure to say as much as you can in the time allowed. You will have 15 seconds to prepare. Then you will have 60 seconds to speak.

TOEIC Speaking	Question 11 of 11
To what extent should ur	niversities function as training grounds for employment?
Give reasons for your op	inion.
	RESPONSE TIME
	00:01:00

Questions 1, 2: Read a Text Aloud

Directions: In this part of the test, you will read aloud the text on the screen. You will have 45 seconds to prepare. Then you will have 45 seconds to read the text aloud.

TOEIC Speaking

Question 1 of 11

The latest down turn in the economy is being attributed to last summer's drought across the Midwest, which destroyed a vast area of wheat fields and resulted in much smaller production figures for this key industry. The increased need for grain products has elevated prices and influenced consumer sales. Imports of grain products have increased ten-fold. Industry analysts foresee a brisk comeback next year as farmers in the central United States replant and harvest their crops.

RESPONSE TIME

00:00:45

TOEIC Speaking

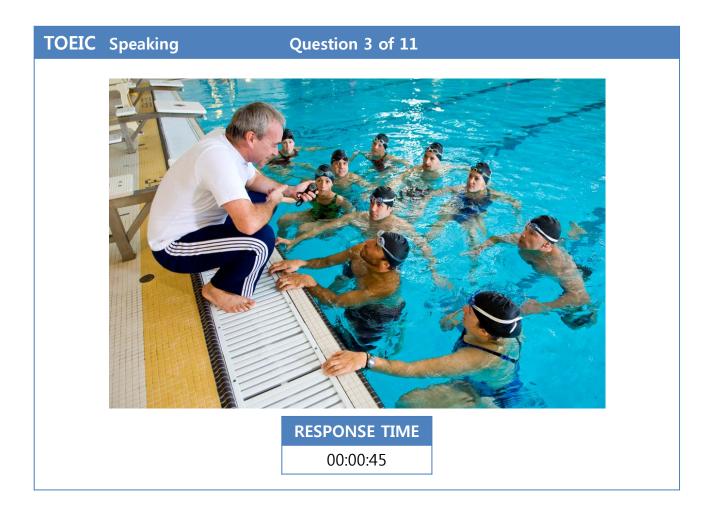
Question 2 of 11

We are a growing leader in the hospitality industry, with a current need for a Human Resources Director at one of our premier resorts in Maryland. The Human Resources Director is responsible for overseeing the Human Resources Department and its employees. Responsibilities include, but are not limited to, establishing personnel policies, benefits administration, hiring and termination of employees, and the mediation of employees and management.

RESPONSE TIME
00:00:45

Questions 3: Describe a Picture

Directions: In this part of the test, you will describe the picture on your screen in as much detail as you can. You will have 30 seconds to prepare your response. Then you will have 45 seconds to speak about the picture.



Questions 4-6: Respond to Questions

Directions: In this part of the test, you will answer three questions. For each question, begin responding immediately after you hear a beep. No preparation time is provided. You will have 15 seconds to respond to Questions 4 and 5, and 30 seconds to respond to Question 6.

TOEIC Speaking

Question 4-6 of 11

Imagine that a North American marketing firm is doing research in your country. You have agreed to participate in a telephone interview about exercise.

4. What kinds of exercise do you do?

RESPONSE TIME 00:00:15

Imagine that a North American marketing firm is doing research in your country. You have agreed to participate in a telephone interview about exercise.

5. What is your usual intensity level of a single workout?

RESPONSE TIME 00:00:15

Imagine that a North American marketing firm is doing research in your country. You have agreed to participate in a telephone interview about exercise.

6. What do you see as advantages of exercise?

Questions 7-9: Respond to questions using the information provided

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear a beep. No additional preparation time is provided. You will have 15 seconds to respond to Questions 7 and 8, and 30 seconds to respond to Question 9.

TOEIC	Speaking	Question 7 of 11
		Employee Awards Ceremony Schedule At Kennedy Auditorium
Date :	August 20, 2009	9
5:30 P.	M. – 6:30 P.M.	Welcoming speech (Sera Anderson, Vice President of Sales)
7:00 P.	M. – 7:40 P.M.	Self-serve buffet meal*
7:55 P.	M. – 8:30 P.M.	"Most Valuable Employee" awards
		(Presenters: Department Heads)
8:35 P.	M. – 8:55 P.M.	Speech : "Revising Our Accounting System"
		(John Howard, CFO)
9:00 P.	M. – 9:20 P.M.	"Employee of the Year" award (Presenter: Bill Evans, CEO)
9:20 P.	M. – 9:30 P.M.	Final remarks and thanks (Bill Evans, CEO)
* The dinner will be provided by H&R food Services.		
	7	. Could you tell me where the ceremony
is being held and what time it starts?		
		RESPONSE TIME 00:00:15

TOEIC Speaking	Question 8-9 of 11	
	Employee Awards Ceremony Schedule At Kennedy Auditorium	
Date : August 20, 200	9	
5:30 P.M. – 6:30 P.M.	Welcoming speech (Sera Anderson, Vice President of Sales)	
7:00 P.M. – 7:40 P.M.	Self-serve buffet meal*	
7:55 P.M. – 8:30 P.M.	"Most Valuable Employee" awards	
	(Presenters: Department Heads)	
8:35 P.M. – 8:55 P.M.	Speech : "Revising Our Accounting System"	
	(John Howard, CFO)	
9:00 P.M. – 9:20 P.M.	"Employee of the Year" award (Presenter: Bill Evans, CEO)	
9:20 P.M. – 9:30 P.M.	Final remarks and thanks (Bill Evans, CEO)	
* The dinner will be provided by H&R food Services.		

8. Who is making a speech about "Revising Our Accounting System"?

RESPONSE TIME 00:00:15

9. When will Bill Evans announce the "Employees of the Year"?

RESPONSE TIME 00:00:30

Questions 10: Propose a solution

Directions: In this part of the test, you will be presented with a problem and asked to propose a solution. You will have 30 seconds to prepare. Then you will have 60 seconds to speak.

In your response, be sure to

- \cdot show that you recognize the problem, and
- \cdot propose a way to deal with the problem.

TOEIC Speaking

Question 10 of 11





[narration]

Hello, this is Alicia Young and I have a credit card account at your bank. The problem is that I have lost my credit card. I'm not sure if someone stole it or if I just lost it somewhere...but I have been searching for it and it seems to be missing. I'm not sure what to do in this situation...I've never lost something so important before. I'm afraid that whoever has or finds my card will not only steal my money but also take my private information. My account number is 555441 and it's been missing since yesterday. Please call me back on my cell phone number. It is 989-4545. Thank you.

In your response, be sure to

- \cdot show that you recognize the problem, and
- \cdot propose a way to deal with the problem.

RESPONSE TIME 00:01:00

Questions 11: Express an opinion

Directions: In this part of the test, you will give your opinion about a specific topic. Be sure to say as much as you can in the time allowed. You will have 15 seconds to prepare. Then you will have 60 seconds to speak.



.

Question 11 of 11

In some countries the average worker is obliged to retire at the age of 50, while in others people can work until they are 65 or 70. Until what age do you think people should be encouraged to remain in paid employment? Give reasons for your opinion

RESPONSE TIME 00:01:00

Questions 1, 2: Read a Text Aloud

Directions: In this part of the test, you will read aloud the text on the screen. You will have 45 seconds to prepare. Then you will have 45 seconds to read the text aloud.

TOEIC Speaking

Question 1 of 11

The latest downturn in Guatemala's economy is being credited to last year's worker's strike that caused rubber plants to shut down for a few months. Several key rubber manufacturing plants in the north were closed, which resulted in an economic slump in the areas surrounding the plants. The increased demand for rubber has raised prices of automotive tires sharply and affected overall consumer sales. Rubber manufacturing plants in the south, however, are benefiting significantly from the recent lack of competition.

RESPONSE TIME

00:00:45

TOEIC Speaking

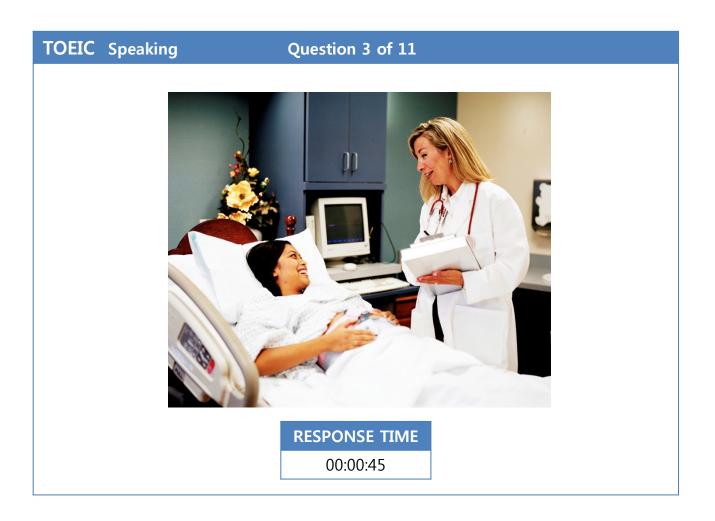
Question 2 of 11

Vienna Village is now accepting applications for Patient Service Aides. Applicants are asked to have a bachelor's degree in nursing, or four years experience as a medical assistant with a two year associate's degree, or at least four years of experience as a Certified Nurse's Aid without a degree. Experience in gerontology, caring for the elderly, and a bachelor's degree in nursing are preferred, as more duties could be as signed and minimal training would be required.

> RESPONSE TIME 00:00:45

Questions 3: Describe a Picture

Directions: In this part of the test, you will describe the picture on your screen in as much detail as you can. You will have 30 seconds to prepare your response. Then you will have 45 seconds to speak about the picture.



Questions 4-6: Respond to Questions

Directions: In this part of the test, you will answer three questions. For each question, begin responding immediately after you hear a beep. No preparation time is provided. You will have 15 seconds to respond to Questions 4 and 5, and 30 seconds to respond to Question 6.

TOEIC Speaking

Question 4-6 of 11

Imagine that a British marketing firm is doing research in your country. You have agreed to participate in a telephone interview about religion.

4. What is your religion?

RESPONSE TIME 00:00:15

Imagine that a British marketing firm is doing research in your country. You have agreed to participate in a telephone interview about religion.

5. Are your religious beliefs the same as those of your family or cultural tradition?

RESPONSE TIME 00:00:15

Imagine that a British marketing firm is doing research in your country. You have agreed to participate in a telephone interview about religion.

6. What best describes, in general, your attitude towards religion?

Questions 7-9: Respond to questions using the information provided

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear a beep. No additional preparation time is provided. You will have 15 seconds to respond to Questions 7 and 8, and 30 seconds to respond to Question 9.

TOEIC Speaking Question 7 of 11 Sky Books Presents Two Special Guest Speakers: Paolo Roversi & Tim Hughes Saturday, September 16 — One night only! Jongro Store 7:30 P.M Mr. Roversi talks about his new book, Running Boy 8:15 P.M. Take part in a question-and-answer session with Mr. Roversi Purchase a copy of *Running Boy* and have it autographed 9:00 P.M. by Mr. Roversi! **Gangnam Store** 7:30 P.M. Ms. Hughes discusses her latest book, 57 Poems 8:15 P.M. Take part in a question-and-answer session with Ms. Hughes 9:00 P.M. Purchase a copy of 57 *Poems* and have it autographed by Ms. Hughes! 7. I heard that Mr. Roversi will be at the event. Is this correct? **RESPONSE TIME** 00:00:15

Question 8 of 11

Sky Books Presents Two Special Guest Speakers: Paolo Roversi & Tim Hughes

Saturday, September 16 — One night only!

Jongro Store

- 7:30 P.M Mr. Roversi talks about his new book, *Running Boy*
- 8:15 P.M. Take part in a question-and-answer session with Mr. Roversi
- 9:00 P.M. Purchase a copy of *Running Boy* and have it autographed by Mr. Roversi!

Gangnam Store

- 7:30 P.M. Ms. Hughes discusses her latest book, 57 Poems
- 8:15 P.M. Take part in a question-and-answer session with Ms. Hughes
- 9:00 P.M. Purchase a copy of 57 *Poems* and have it autographed by Ms. Hughes!

8. There will only be one night for me to meet Ms. Hughes, right?

RESPONSE TIME

00:00:15

9. I'm curious about the schedule that will take place after the two question-and-answer sessions. What will happen after the sessions?

RESPONSE TIME 00:00:30

Questions 10: Propose a solution

Directions: In this part of the test, you will be presented with a problem and asked to propose a solution. You will have 30 seconds to prepare. Then you will have 60 seconds to speak.

In your response, be sure to

- \cdot show that you recognize the problem, and
- · propose a way to deal with the problem.

TOEIC Speaking

Question 10 of 11





[narration]

Hello, my name is Dylan Brown. I'm calling about the telemarketers from your co mpany who keep calling me everyday. I was wondering if you could get me off y our call list so that they would stop calling. The number that they use to call me i s my office phone number so I like to keep it open for only important calls from my clients. I don't mean to be harsh or anything, but it seems like I have to pick up the phone all day because of your telemarketers. I would really appreciate it if I don't get anymore calls. My office number is 234-8888. Thank you.

In your response, be sure to

 \cdot show that you recognize the problem, and

 \cdot propose a way to deal with the problem.

RESPONSE TIME 00:01:00

Questions 11: Express an opinion

Directions: In this part of the test, you will give your opinion about a specific topic. Be sure to say as much as you can in the time allowed. You will have 15 seconds to prepare. Then you will have 60 seconds to speak.

