



Examinee Handbook

For the Updated Version of the
TOEIC® Listening & Reading Test



MATERIAL CEDIDO POR



AL BANCO DE ESPAÑA

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, 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.

The TOEIC Listening and Reading test has recently been updated. The new test features the same test time (2 hours; 45 minutes for Listening and 75 minutes for Reading), the same paper and pencil administration, and the same range of difficulty as the previous test. The score scale is also the same, and scores can be compared across both versions of the test. The following charts outline the major changes in the test:

TOEIC	UPDATED TOEIC
Listening Comprehension: 100 items	Listening Comprehension: 100 items
Photographs: 10 questions	Photographs: 6 questions
Question-Response: 30 questions	Question-Response: 25 questions
Short Conversations: 30 questions; 10 conversations with 3 questions each	Conversations: 39 questions; 13 conversations with 3 questions each
Talks: 30 questions; 10 talks with 3 questions each	Talks: 30 questions; 10 talks with 3 questions each

TOEIC	UPDATED TOEIC
Reading Comprehension: 100 items	Reading Comprehension: 100 items
Incomplete Sentences: 40 questions	Incomplete Sentences: 30 questions
Text Completion: 12 questions	Text Completion: 16 questions
Single Passages: 28 questions; 7–10 reading texts with 2–5 questions each	Single Passages: 29 questions; 10 reading texts with 2–4 questions each
Double Passages: 20 questions; 4 pairs of reading texts with 5 questions per pair	Multiple Passages: 25 questions; 5 sets of double or triple passages with 5 questions per set

Who takes the TOEIC test?

- Personnel 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 the choice of nearly five million test takers 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

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:

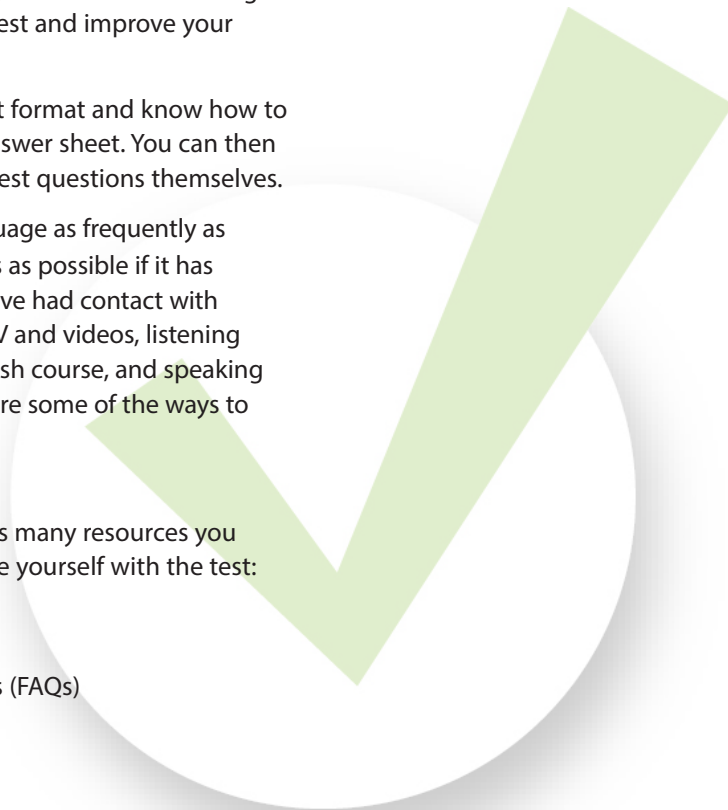
- **Corporate Development:** research, product development
- **Dining Out:** business and informal lunches, banquets, receptions, restaurant reservations
- **Entertainment:** cinema, theater, music, art, exhibitions, museums, media
- **Finance and Budgeting:** banking, investments, taxes, accounting, 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

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 and know how to mark your answers on the answer sheet. You can then focus your attention on the test questions themselves.
- 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.
- Web Resource Guide
The official TOEIC website has many resources you may find helpful to familiarize yourself with the test:
 - test preparation material
 - scoring information
 - frequently asked questions (FAQs)



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

You must mark all of your answers on the separate answer sheet. For each question, you should select the best answer from the answer choices given. Then, on your answer sheet, you should find the number of the question and fill in the space that corresponds to the letter of the answer that you have selected. If you decide to change an answer, completely erase your old answer and then mark your 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. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

Part I: Photographs

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book 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 mark it on your answer sheet.

Sample Questions

Question 1

You will see:

1 .



You will hear: 1. Look at the picture marked number 1 in your test book.

- (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 in your test book.

- (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 be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

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 (B) is the correct answer. You should mark answer (B) on your answer sheet.

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.

Part 3: Conversations

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 mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

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.

Sample Questions (continued)

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.

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 mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book 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.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

Part 5: Incomplete Sentences

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

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

Part 6: Text Completion

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

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

131.

Designs, we believe that with the proper help and support from our senior project leaders, less experienced staff can quickly _____ a deep

132.

understanding of the design process. _____, they

133.

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. _____

134.

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 mark the letter (A), (B), (C), or (D) on your answer sheet.

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.

SAM BACH	11:59
My first flight was delayed, so I missed my connection in Beijing.	
SAM BACH	12:00
So now, I'm going to be on a flight arriving in Kansai at 18:00.	
AKIRA OTANI	12:05
OK. Same airline?	
SAM BACH	12:06
It's still Fly Right Airlines. It will be later in the day but still in time for our client meeting.	
AKIRA OTANI	12:06
I'll confirm the arrival time. Do you have any checked bags?	
SAM BACH	12:10
I do. Would you mind meeting me at the door after I go through customs?	
AKIRA OTANI	12:15
Sure thing. Parking spots can be hard to find, but now I'll have extra time to drive around and look.	
SAM BACH	12:16
Yes, sorry about that. See you then!	

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.

Sparky Paints, Inc. 

Sparky Paints, Inc., makes it easy to select the right colors for your home. Browse through hundreds of colors on our Web site, www.sparkypaints.com. Select your top colors, and we'll send free samples right to your door. Our color samples are three times larger than typical samples found in home-improvement stores and come with self-adhesive backing, allowing you to adhere them to your walls so you can easily see how colors will coordinate in your home. When you're ready to begin painting, simply select your chosen colors online, and we'll ship the paint of your choice to arrive at your home within 3-5 business days, or within 2 business days for an additional expedited shipping fee.

*Actual colors may differ slightly from what appears on your monitor. For this reason, we recommend ordering several samples in similar shades.

<http://www.sparkypaints.com/shoppingcart>

Sparky Paints, Inc. 

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@tmet.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

How is the TOEIC Listening and Reading test scored?

Scores are determined by the number of correct answers, which is converted to a scaled score. The score report provides Listening, Reading, and total scaled scores. The total scaled score is derived by adding the 2 scaled scores together.

Why are the TOEIC Listening and Reading test raw scores (i.e., number-correct scores) not reported to test takers?

The *TOEIC*® Listening and Reading test item development process includes a rigorous series of reviews that ensure all items meet ETS's quality and fairness standards. Individual test forms are then carefully assembled so that each test form is similar in overall difficulty to other test forms. Nevertheless, some minor variations in test-form difficulty are expected across forms. As a result, a test taker may achieve a higher or lower raw score depending on the individual form (assuming their ability remains the same). In short, raw scores from different test forms are not comparable, due to inevitable differences in overall form difficulty.

For this reason, the *TOEIC*® program has established the policy that raw scores should not be reported to test takers. To ensure comparable scores, only scaled scores are reported to test takers. Scaled scores are transformed and derived from test takers' raw scores through a proven statistical procedure called "equating." This procedure adjusts for test-form difficulty and establishes the relationship between test takers' raw and scaled scores so that the scaled scores from different test administrations are comparable.

Why are the *TOEIC*® Listening and Reading test raw-score-to-scaled-score conversion tables not disclosed to the public?

Statistical analysis is conducted after each public testing administration (also known as a Secure Program administration), and a unique raw-score-to-scaled-score conversion table is created for each test form based on statistical equating results. Scaled scores that are comparable across different test forms are then reported back to the test takers. The *TOEIC*® scaled score range is from 5 to 495 on both the listening and reading sections.

As each test form will be reused multiple times in different areas of the world, the *TOEIC* program has a policy not to release test forms, for security reasons. Since test forms are not released to the public, the conversion table that is unique to each test form is not released either. A conversion table, used for reporting scaled scores, is of no practical use to the public when the test form to which it applies is not disclosed. In fact, the conversion table may fall subject to misuse if it is applied to the wrong test form and results in incorrect scaled scores being calculated.

Why are TOEIC Listening and Reading test items and answer keys not disclosed to the public?

TOEIC® Listening and Reading test forms are used in multiple test administrations and therefore must be maintained under secure conditions at all times. If the items and answer keys were disclosed to the public, such exposure would erode the integrity of the testing program. In addition, *TOEIC* Listening and Reading test items and answer keys are protected by copyright law as property of ETS, the copyright holder of the *TOEIC* tests. For this reason, ETS's *TOEIC* Listening and Reading test items and answer keys should not be disclosed or used for any purpose without written permission by ETS.

ETS provides a comprehensive suite of English Language Learning products and services that encourage learning, assess progress and measure proficiency. Backed by years of research, our programs support teachers and decision makers and help individuals achieve academic, business and personal success.

For more information about the *TOEIC*® program, contact:

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