

**CHAPTER**  
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**Introduction**

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## 1.1 What is the TOEIC® test?

TOEIC® is an acronym that stands for Test of English for International Communication. It was created in Princeton, New Jersey, at the request of the Japanese Ministry of Trade and Industry, by Educational Testing Service (ETS) one of the world's leading organizations in the field of educational and psychometric research.

Since it was first introduced in Japan in December 1979 and then Korea in 1982, the TOEIC® test has become a global standard for the assessment of English language proficiency in the international workplace. It aims at measuring a range of competences from beginner to advanced levels.

In addition to the TOEIC® test, ETS has designed a wide range of nationally -and internationally- recognized qualification and aptitude examinations, including the TOEIC Bridge™, the Test of English as a Foreign Language (TOEFL®) and the Graduate Record Examination (GRE®).

*For more information about ETS tests, please consult: [www.ets.org](http://www.ets.org)*

The TOEIC® test complies with the ETS standards for Quality and Fairness, ensuring that it is a highly reliable instrument for assessing English proficiency.

## 1.2 Why has the TOEIC® test Changed?

Nearly 30 years have passed since the TOEIC® test was launched. Meanwhile, the types of English communication skills required in day-to-day life have kept evolving and changing to adjust to the needs of our changing society, the dramatic rise of globalization and the challenging advancements in information technology.

ETS estimated that it was necessary to align with these changes by redesigning the TOEIC® based on:

- the results of a Global Survey conducted in 2004 with the cooperation of organizations and corporations in 11 countries around the world to determine the new types of English skills that are required in today's workplace as well as in practical, everyday circumstances;
- a thorough examination of the most advanced theories in terms of language proficiency demonstrating that language learners often have to use multiple abilities (e.g. lexical, grammatical, phonetic) to comprehend and connect information that is heard and read;
- the solid experience gained from the development of the TOEFL® iBT test (Next Generation TOEFL®), which was introduced in the United States in September 2005.

The new test reflects ETS's desire to find a balance between technical correctness and effective communication.

In the redesigned test, some of the question formats have been modified so as to include more reading and listening tasks such as those encountered in today's global business environment and thus correspond more "authentically" to the real-world.

An optional -and separate- Speaking and Writing Test has also been created and is administered at a different time from the Listening and Reading Test.

### 1.3 Purpose of the Test

The TOEIC® test is suitable for various types of beginner to advanced level learners and is generally used as a decision-making tool by:

#### *Corporations*

- To implement a common standard of measurement across multiple corporate sites.
- To identify staff requiring language training.
- To set precise language learning goals and allocate training budget.
- To promote staff or award bonuses for linguistic competence.
- As a criterion to select staff to be sent overseas on business trips or long-term assignments.

#### *Higher education*

- To determine whether applicants should be admitted.
- To check the progress of students at different stages in their courses.
- To provide accurate information on language proficiency for résumés.

#### *Private and public language training institutions*

- To place students in homogeneous English language groups and measure their progress with an external, reliable certification.
- To encourage students to work towards targeted goals.

#### *Government organizations and agencies*

- To recruit and promote employees.
- To identify staff requiring language training and allocate training budget.
- To evaluate and validate training program effectiveness with an external, reliable certification.

#### *Individual candidates*

- Graduate students and job seekers willing to have an internationally recognized certification of their level of English proficiency and therefore a valuable credential facilitating their access to a demanding employment market.

### 1.4 Structure of the Test

Although it has been improved to include more authentic and up-to-date reading and listening tasks, the TOEIC® test continues to be administered through paper-and-pencil format.

It still consists of 200 multiple-choice questions divided into two separately timed sections: Listening and Reading.

The actual testing time is two hours. However, examinees should allow an additional 30 minutes to carry out administrative formalities and respond to a brief questionnaire about their educational background, work history and English language experience. The responses given are strictly confidential and do not have an impact on the test scores. They are intended to help ETS collect data about factors that have a bearing on test performance and improvement in English.

When they take the TOEIC® test, candidates get a test booklet and a separate answer sheet. All the test questions must be answered on the answer sheet by marking one of the circles (A), (B), (C), or (D).

## LISTENING SECTION

The Listening Comprehension Section takes approximately 45 minutes to complete.

It consists of questions 1-100 of the test and is divided into four parts.

An announcer gives directions for each part and introduces the questions.

The recording is played right through. Each statement is read only once but there is a pause of about five seconds between questions to give candidates time to select their answers.

<b>NEW</b>	<ul style="list-style-type: none"><li>• In the new TOEIC® test, the various questions, statements, short conversations and short talks are recorded by native English speakers from not only the USA but also the UK, Canada or Australia.</li><li>• In <b>Part 1</b> the number of photographs has been reduced from 20 to 10.</li><li>• In <b>Part 3</b>, the length of the conversations has been extended. Each one is now followed by a set of 3 questions.</li><li>• In <b>Parts 3 and 4</b>, the questions on the conversations and talks are also recorded as well as being written.</li><li>• <b>Part 4</b> now consists of 10 short talks each followed by 3 questions.</li></ul>
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## READING SECTION

The Reading Section consists of questions 101-200 of the test and is divided into 3 parts.

Examinees have 75 minutes to complete the entire section. They can work at their own pace.

In the test booklet, they can find either individual sentences or texts and are expected to respond to questions based on the content of these materials.

In order to answer the questions, candidates have to use their knowledge of English grammar, usage, and vocabulary as well as their overall reading skills.

<b>NEW</b>	<ul style="list-style-type: none"><li>• In the new TOEIC® test, the error-recognition questions (<b>Part 6</b>) have been eliminated and replaced by 3 sets of gap-filling passages.</li><li>• <b>Part 7</b> now includes some sets of questions based on two inter-related passages.</li></ul>
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The following table shows the differences between the original and the new TOEIC® test.

	<b>Original TOEIC® test</b>	<b>New TOEIC® test</b>
<b>FORMAT</b>	<ul style="list-style-type: none"> <li>• Paper-and-pencil, multiple-choice test.</li> <li>• 200 questions.</li> </ul>	<ul style="list-style-type: none"> <li>• Paper-and-pencil, multiple-choice test.</li> <li>• 200 questions.</li> </ul>
<b>STRUCTURE</b>	<p><b><u>LISTENING SECTION</u></b> <b><i>45 minutes</i></b></p> <p><b>Part 1:</b> Photographs (20 questions)</p> <p><b>Part 2:</b> Question - Response (30 questions)</p> <p><b>Part 3:</b> Short conversations (30 questions)</p> <p><b>Part 4:</b> Short talks (20 questions)</p> <p><b><u>READING SECTION</u></b> <b><i>75 minutes</i></b></p> <p><b>Part 5:</b> Incomplete sentences (40 questions)</p> <p><b>Part 6:</b> Error recognition (20 questions)</p> <p><b>Part 7:</b> Reading (40 questions)</p>	<p><b><u>LISTENING SECTION</u></b> <b><i>45 minutes</i></b></p> <p><b>Part 1:</b> Photographs (10 questions)</p> <p><b>Part 2:</b> Question - Response (30 questions)</p> <p><b>Part 3:</b> Short conversations (30 questions)</p> <p><b>Part 4:</b> Short talks (30 questions)</p> <p><b><u>READING SECTION</u></b> <b><i>75 minutes</i></b></p> <p><b>Part 5:</b> Incomplete sentences (40 questions)</p> <p><b>Part 6:</b> Text completion (12 questions)</p> <p><b>Part 7:</b> Reading (48 questions)</p>
<b>DURATION</b>	Total time: 2 hours (+ 30-minute introduction session)	Total time: 2 hours (+ 30-minute introduction session)
<b>SCORE SCALE</b>	Listening section: 5-495 points + Reading section: 5-495 points = <b>Total score: 10-990 points</b>	Listening section: 5-495 points + Reading section: 5-495 points = <b>Total score: 10-990 points</b>

## 1.5 Context of the Test Questions

While the format of some test questions has been modified, the subject materials and difficulty level remain the same.

The questions are drawn from various contexts related to everyday life or business-oriented communication. However, no specialized knowledge of business or technical English is required.

The situations contain words and phrases that people use in the workplace when talking about professional matters and when they are talking to friends or acquaintances about such common subject areas as health, entertainment or travel.

Although the listening section of the new TOEIC® test features accents from various English-speaking countries like the United States, the UK, Canada, Australia and New Zealand, no specific knowledge of their history or culture is required.

Here are some examples of settings and situations that usually appear in the test.

<b>Offices</b>	<ul style="list-style-type: none"> <li>▪ letters, memos, telephone conversations, fax and e-mail messages</li> <li>▪ office procedures</li> <li>▪ office equipment and furniture</li> </ul>
<b>General Business</b>	<ul style="list-style-type: none"> <li>▪ meetings, presentations, conferences, seminars</li> <li>▪ contracts, negotiations, mergers, marketing, sales</li> </ul>
<b>Personnel</b>	<ul style="list-style-type: none"> <li>▪ recruiting, hiring, job advertisements, job applications</li> <li>▪ salaries, promotions, awards</li> <li>▪ retiring, pensions</li> </ul>

<b>Corporate development</b>	<ul style="list-style-type: none"> <li>▪ research, product development</li> </ul>
<b>Manufacturing</b>	<ul style="list-style-type: none"> <li>▪ assembly lines, plant management, quality control</li> </ul>
<b>Technical areas</b>	<ul style="list-style-type: none"> <li>▪ electronics, technology, computers, laboratories and related equipment</li> <li>▪ technical specifications</li> </ul>

<b>Finance and budgeting</b>	<ul style="list-style-type: none"> <li>▪ banking, investments</li> <li>▪ accounting, billing</li> <li>▪ taxes</li> </ul>
<b>Purchasing</b>	<ul style="list-style-type: none"> <li>▪ ordering supplies, shipping, invoices</li> <li>▪ shopping</li> </ul>
<b>Housing Corporate property</b>	<ul style="list-style-type: none"> <li>▪ construction, specifications</li> <li>▪ buying / renting</li> <li>▪ public utilities (water, gas, electricity)</li> </ul>

<b>Health</b>	<ul style="list-style-type: none"> <li>▪ visiting doctors, dentists, clinics, hospitals</li> <li>▪ medical insurance</li> </ul>
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<b>Travel</b>	<ul style="list-style-type: none"> <li>▪ schedules, reservations, directions, trains, airplanes, taxis, buses, ships, ferries car rentals, hotels</li> <li>▪ station and airport announcements; delays and cancellations</li> </ul>
<b>Dining out</b>	<ul style="list-style-type: none"> <li>▪ business and informal lunches / dinners, restaurants, receptions</li> <li>▪ reservations</li> </ul>
<b>Entertainment</b>	<ul style="list-style-type: none"> <li>▪ cinema, music, art, exhibitions, museums, media</li> </ul>

## 1.6 Test Scores

Many companies require their employees to get a TOEIC® score corresponding to the level of English proficiency necessary for certain jobs. In general, a minimum score of 600-650 is expected to operate in an English-speaking business environment.

In the new TOEIC® test, the scoring system remains unchanged. It is still based on the number of questions answered correctly. There is no penalty for incorrect answers. It is usually required to mark an answer to each item rather than leave any blanks.

Examinees receive a separate Listening and Reading score which are added together to give a total scaled score.

The range of the TOEIC® scale goes from 5 to 495 points for each section. The total score thus ranges from 10 to 990 points.

The TOEIC® test is not an examination but a language proficiency evaluation test which implies that there is no passing grade.

TOEIC® test results are generally considered valid for up to two years as language skills and proficiency can evolve with time and usage.

The calibration of the new test has remained unchanged. Test scores from past administrations thus remain accurate.

TOEIC® test results are confidential. Each candidate receives an official record of their test results, in the form of a Certificate of Achievement or a simple Score Report. The candidate's employer or school also receives the results in the form of a score roster including:

- detailed individual scores from the session: Listening Comprehension and Reading scores, highest, lowest and mean total scores;
- the previous scores obtained by candidates who have already taken the test;
- the highest, lowest and mean scores from previous sessions in the organization and from other organizations within the same field of activity.

## 1.7 Test Sessions

The TOEIC® is currently administered in more than 60 countries by trained and certified staff. Candidates can take it:

- at internal sessions organized under secure conditions by high schools, colleges, universities, language schools, immigrant agencies or corporations for their students, clients or employees;
- at open sessions in certified centers;
- at regular sessions organized by TOEIC® offices around the world.

If a TOEIC® test session has not been arranged for your organization, contact your local TOEIC® representative to find out when and where you can take the test.

*Information can be found on the TOEIC® website at: [www.ets.org/ell/representative.html](http://www.ets.org/ell/representative.html)*

## 1.8 Differences Between the TOEIC® and TOEIC Bridge™ tests

The TOEIC® tests are highly reliable and accurate proficiency tests for people whose native language is not English.

- The **TOEIC® test** evaluates English language proficiency at all levels (beginner to advanced) in a business setting.
- The **TOEIC Bridge™ test** is based upon the TOEIC® test but features easier questions as it was created for elementary to lower-intermediate level learners. It is suitable for students and people using English to work or travel.

The following table shows the main differences between the two tests.

	TOEIC®	TOEIC BRIDGE™
<b>PURPOSE</b>	Measuring English language proficiency in a global workplace setting.	Measuring English language proficiency in a general or workplace setting.
<b>LEVEL</b>	All levels (elementary to advanced).	Elementary to lower-intermediate.
<b>CANDIDATES</b>	<p><b>Students</b> in universities, technical colleges, engineering and business schools.</p> <p><b>Employees</b> working for corporations operating in an international environment.</p> <p><b>Individuals and job seekers</b> willing to have an internationally recognized certification of their English level.</p>	<p><b>Students</b> in high schools, colleges and universities.</p> <p><b>Employees</b> who occasionally need to use English at work.</p> <p><b>Individuals and job seekers</b> willing to have an internationally recognized certification of their English level.</p>
<b>INSTITUTIONS</b>	<p><b>Large international groups</b></p> <ul style="list-style-type: none"> <li>- To identify language training needs and allocate training budget.</li> <li>- To test the English language proficiency of their employees.</li> <li>- To recruit, promote or reward staff.</li> <li>- To set the English level required for certain positions (benchmarking).</li> </ul> <p><b>Institutions of higher education</b></p> <ul style="list-style-type: none"> <li>- To increase motivation by setting specific course objectives.</li> <li>- To increase the value of their diploma with an official validation of English proficiency prior to graduation.</li> <li>- To provide accurate information on language proficiency for résumés.</li> </ul> <p><b>Private and public language training institutions</b></p> <ul style="list-style-type: none"> <li>- As a placement tool.</li> <li>- As an objective method for measuring post-training English proficiency.</li> </ul>	<p><b>Companies</b></p> <ul style="list-style-type: none"> <li>- To identify staff requiring language training, set precise language learning goals and allocate training budget.</li> <li>- To compare levels of English language proficiency during language audits.</li> </ul> <p><b>High schools, colleges and universities</b></p> <ul style="list-style-type: none"> <li>- To increase motivation by setting specific course objectives.</li> <li>- To check the progress of students at different stages in their courses.</li> </ul> <p><b>Private and public language training institutions</b></p> <ul style="list-style-type: none"> <li>- To place students in homogeneous English language groups and encourage them to work towards targeted goals.</li> <li>- To validate training programs with an external, reliable certification.</li> </ul>

## 1.9 Preparing for the Test

The TOEIC® test was developed to help teachers, beginning to advanced level learners and employers to assess general command of the English language in a business setting.

Preparing for the test can be a way for language learners to increase their chances of getting a good score but also to work on improving their ability to use and understand written and spoken English in a variety of situations.

There are many ways to prepare for the TOEIC® test. The best one is probably to try to practice your English as often as possible, using as many different types of “authentic” spoken and written materials as possible. Here are a few suggestions:

### **COMMUNICATION**

- Courses with English teachers
- Conversation groups with native English speakers
- Discussions with friends or colleagues
- Discussion groups (*Internet*)

### **MEDIA**

- CDs and audiocassettes (*books, interviews, poetry, songs, etc.*)
- Radio (*news, reports, interviews, commercials, etc.*)
- Television / Video tapes / DVDs (*reports, interviews, talk shows, sitcoms, films, etc.*)

### **READING**

- Local and international newspapers and magazines (*paper or on-line editions*)
- Books (*original, bilingual or simplified versions*): novels, short stories, plays, instruction manuals, etc.
- Brochures

Another effective way to prepare for the test is to read the *TOEIC® Examinee Handbook* which is either given or sent to every examinee upon registration. Some examinees fail to read it although it is mandatory. They do not realize that it contains a lot of useful information on the test, its structure and format as well as various sample questions and an FAQ section.

## 1.10 Structure of the Book

The aim of *Achieve TOEIC®* is to familiarize you with the format and purposes of the new TOEIC® test.

The book and its accompanying CDs may be used for classroom-based preparation or self-study. Organized with a streamlined approach, it suggests strategies to help you build the skills necessary to answer the test questions successfully and at the same time improve your overall English language proficiency.

Here is an outline of its contents:

### **Chapter 1 - Introduction**

This chapter gives a general overview of the new TOEIC® test. It describes the test and explains who and what it is meant for. It also explains the differences with the TOEIC Bridge™ test.

### **Chapter 2 - Diagnostic Test**

The TOEIC® diagnostic test is a shortened 100-question diagnostic test. Its objective is to help future candidates learn how the test works, identify their weaknesses in English and thus determine the parts of the test that they need to concentrate on the most.

### **Chapter 3 - Test-taking strategies for Part 1**

Specific guidelines, examples with explanations and practice exercises to help prepare for Part 1 of the test (*Photographs*).

### **Chapter 4 - Test-taking strategies for Part 2**

Specific guidelines, examples with explanations and practice exercises to help prepare for Part 2 of the test (*Question-Response*).

### **Chapter 5 - Test-taking strategies for Part 3**

Specific guidelines, examples with explanations and practice exercises to help prepare for Part 3 of the test (*Short Conversations*).

### **Chapter 6 - Test-taking strategies for Part 4**

Specific guidelines, examples with explanations and practice exercises to help prepare for Part 4 of the test (*Short Talks*).

### **Chapter 7 - Mini-test 1: Listening Comprehension section**

A 50-question listening comprehension test in the TOEIC® format reviewing skill-building strategies studied in Chapters 3, 4, 5 and 6.

### **Chapter 8 - Test-taking strategies for Part 5**

Specific guidelines, examples with explanations and practice exercises to help prepare for Part 5 of the test (*Incomplete Sentences*).

### **Chapter 9 - Test-taking strategies for Part 6**

Specific guidelines, examples with explanations and practice exercises to help prepare for Part 6 of the test (*Text completion*).

### **Chapter 10 - Test-taking strategies for Part 7**

Specific guidelines, examples with explanations and practice exercises to help prepare for Part 7 of the test (*Reading Comprehension*).

### **Chapter 11 - Mini-test 2: Reading Comprehension section**

A 50-question test in the TOEIC® format reviewing skill-building strategies for the Reading section studied in Chapters 8, 9 and 10.

### **Chapter 12 - Vocabulary File**

This reference section contains exercises covering some of the main language areas that TOEIC® candidates are expected to know when taking the test.

### **Chapter 13 - Grammar File**

This reference section contains explanations, examples, and practice exercises covering some of the main grammar points that TOEIC® candidates are expected to know when taking the test.

### **Chapter 14 - Practice tests**

This chapter features two full-length practice tests in the TOEIC® format (*200 questions each*).

### **Chapter 15 - Test-taking strategies for the Speaking and Writing Test**

Specific tips, vocabulary and practice exercises to help prepare for the new optional Speaking and Writing Test.

### **Appendix**

In this section, you will find:

- complete answer keys, explanatory answers, and scripts for the Diagnostic Test (Chapter 2), the Mini-tests (Chapters 7 and 11) and the two practice tests (Chapter 14);
- answer keys for all the grammar and vocabulary exercises (Chapters 3-6, 8-10, 12-13, 15);
- a word list containing essential TOEIC® vocabulary;
- an estimated conversion chart for the Practice Tests.

### **Audio CD**

- Including all the listening materials in the book.
- Featuring the voices of several native English speakers from different countries, thus providing listeners with a wide selection of accents, like the actual TOEIC® test.
- The recorded passages are indicated in the book by this symbol.



## **1.11 Study Plans**

The aim of this book is to help test-takers prepare for the TOEIC® test in an effective way. Here are two suggested ways of using it. They can be supplemented by other relevant listening or reading comprehension material.

## **STUDY PLAN A**

<b>STEP 1</b>	<ul style="list-style-type: none"><li>- Go through the Introduction (<i>Chapter 1</i>) as it gives a general overview of the test and its format.</li></ul>
<b>STEP 2</b>	<ul style="list-style-type: none"><li>- Take the Diagnostic Test (<i>Chapter 2</i>). This shortened 100-question diagnostic test will help you to quickly determine the points where you need more practice.</li><li>- The complete answer key, explanatory answers, and scripts in the appendix will help you understand your mistakes and learn from them.</li><li>- Use the conversion charts in the appendix to have an approximation of your actual TOEIC® score.</li></ul>
<b>STEP 3</b>	<ul style="list-style-type: none"><li>- Study the skill-building strategies for the Listening Comprehension section of the test and do the exercises provided in Chapters 3 to 6.</li><li>- Check your answers using the answer key in the appendix.</li><li>- Alternate each “strategy” chapter with sections from the Vocabulary File (<i>Chapter 12</i>). Teachers may choose to ask their students to work on these chapters as homework.</li></ul>
<b>STEP 4</b>	<ul style="list-style-type: none"><li>- To check your progress, take Mini-test 1 (<i>Chapter 7</i>). It is a 50-question listening comprehension test in the TOEIC® format reviewing skill-building strategies studied in Chapters 3-6.</li></ul>
<b>STEP 5</b>	<ul style="list-style-type: none"><li>- Study the skill-building strategies for the Reading Comprehension section of the test and do the exercises provided in chapters 8-10.</li><li>- Check your answers using the answer key in the appendix.</li><li>- Alternate each strategy chapter with a section from the Grammar File (<i>Chapter 13</i>). Teachers may choose to ask their students to work on these chapters as homework.</li></ul>
<b>STEP 6</b>	<ul style="list-style-type: none"><li>- To check your progress, take Mini-test 2 in Chapter 11. It is a 50-question test in the TOEIC® format reviewing skill-building strategies for the Reading Comprehension Section studied in Chapters 8-10.</li></ul>
<b>STEP 7</b>	<ul style="list-style-type: none"><li>- Leave the full-length practice tests (<i>Chapter 14</i>) to take as a final check once you have worked through all the points covered in Chapters 1 to 13.</li><li>- The complete answer key, explanatory answers, and scripts in the appendix will help you understand your mistakes and learn from them.</li><li>- Use the conversion charts in the appendix to have an approximation of your actual TOEIC® score: these tests will help you to get a clearer idea of your ability to use and understand written and spoken English in a variety of situations.</li></ul>

## **STUDY PLAN B**

Some candidates may not have much time to prepare for taking the TOEIC® test. In that case, they will need to concentrate on the parts of the test that are most difficult for them. Here is a three-step method to do it.

<b>STEP 1</b>	<ul style="list-style-type: none"><li>- Take the Diagnostic Test (<i>Chapter 2</i>). This 100-question diagnostic test will give you a quick overview of the test and its format. It will also help you to quickly determine the parts where you need more practice.</li><li>- The complete answer key, explanatory answers, and scripts in the appendix will help you understand your mistakes and learn from them.</li><li>- Use the conversion charts in the appendix to have an approximation of your actual TOEIC® score.</li></ul>
<b>STEP 2</b>	<ul style="list-style-type: none"><li>- Study the test-taking strategies and do the exercises provided in <i>Chapters 3-6 and 8-10</i>. Select only the chapters covering parts of the test where you need practice.</li><li>- Alternate each strategy chapter with relevant sections from the Vocabulary and Grammar Files (<i>Chapters 12 and 13</i>).</li><li>- Check your answers using the answer key in the appendix.</li></ul>
<b>STEP 3</b>	<ul style="list-style-type: none"><li>- If time allows take at least one of the two full-length practice tests (<i>Chapter 14</i>) as a final check.</li><li>- The complete answer key, explanatory answers, and scripts in the appendix will help you understand your mistakes and learn from them.</li><li>- Use the conversion charts in the appendix to have an approximation of your actual TOEIC® score. These tests will help you get a clearer idea of your ability to use and understand written and spoken English in a variety of situations.</li></ul>