TOEIC Calling

Practice Tests

Are you ready for the TOEIC exam?

Student workbook · Two full-length TOEIC-style practice tests
Each test: Listening (100 questions) · Reading (100 questions)

Name: _____

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Contents

How to use this workbook 3

Practice Test 1 4

Listening Test (questions 1–100) . . . 4

Part 1 · Photographs . . . 4

Part 2 · Question-Response . . . 7

Part 3 · Conversations . . . 8

Part 4 · Talks . . . 13

Reading Test (questions 101–200) . . . 17

Part 5 · Incomplete Sentences . . . 17

Part 6 · Text Completion . . . 21

Part 7 · Reading Comprehension . . . 25

Answer sheet · Listening . . . 40

Answer sheet · Reading . . . 41

Answer key and explanations . . . 42

Listening scripts . . . 47

Practice Test 2 56

Listening Test (questions 1–100) . . . 56

Part 1 · Photographs . . . 56

Part 2 · Question-Response . . . 59

Part 3 · Conversations . . . 60

Part 4 · Talks . . . 65

Reading Test (questions 101–200) . . . 69

Part 5 · Incomplete Sentences . . . 69

Part 6 · Text Completion . . . 73

Part 7 · Reading Comprehension . . . 77

Answer sheet · Listening . . . 90

Answer sheet · Reading . . . 91

Answer key and explanations . . . 92

Listening scripts . . . 97

Score conversion table 105

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How to use this workbook

Test format

Section	Part	Questions	Time
Listening	Part 1 · Photographs	1–6 (6)	≈ 45 min
	Part 2 · Question-Response	7–31 (25)	
	Part 3 · Conversations	32–70 (39)	
	Part 4 · Talks	71–100 (30)	
Reading	Part 5 · Incomplete Sentences	101–130 (30)	75 min
	Part 6 · Text Completion	131–146 (16)	
	Part 7 · Reading Comprehension: single passages	147–175 (29)	
	Part 7 · Reading Comprehension: multiple passages	176–200 (25)	

• Listening: play the recording in the app (Practice Test 1 or Practice Test 2 → Listening → Start). It plays straight through, once only, like the real test. Parts 1 and 2 are not printed in the real test: in this workbook you see only the pictures and the answer letters. Parts 3 and 4: read the printed questions while you listen.

• Reading: you have 75 minutes for questions 101–200. Manage your time: about 10 minutes for Part 5, 8 minutes for Part 6 and 55 minutes for Part 7.

• Each practice test has its own answer sheets, answer key and listening scripts. Mark your answers on the answer sheet (page with the bubble grid), then check them with the answer key for the same test. Each correct answer = 1 point.

• Use the score conversion table at the back to change each raw score (0–100) into an estimated scaled score (5–495). Add the two section scores for an estimated total (10–990). This is a practice estimate, not an official TOEIC score.

• Do not read the listening scripts until you have finished and marked the Listening test.

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Practice Test 1

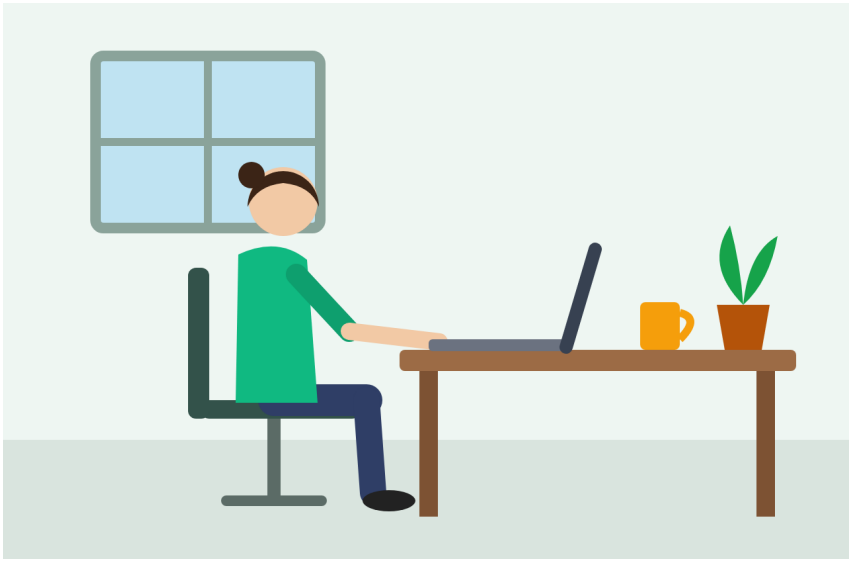
Listening Test

In the Listening test, you will show how well you understand spoken English. There are four parts. The whole section takes about 45 minutes, and you will hear each recording one time only.

Part 1: Photographs

Directions: Part One. Directions. For each question in this part, you will look at a picture and hear four statements about it. The statements are spoken only once and are not printed. Choose the statement that best describes what you see in the picture, and mark your answer.

1.



Mark your answer: (A) (B) (C) (D)

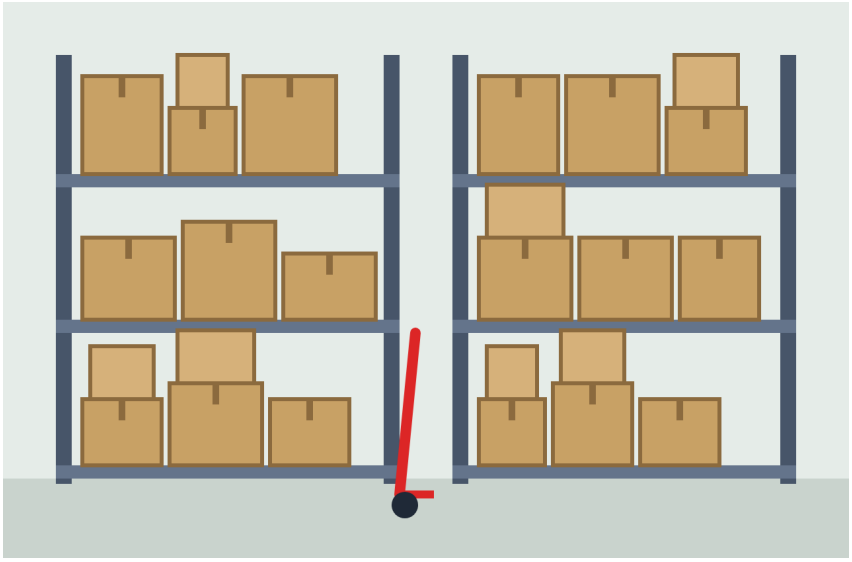
2.



Mark your answer: (A) (B) (C) (D)

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3.



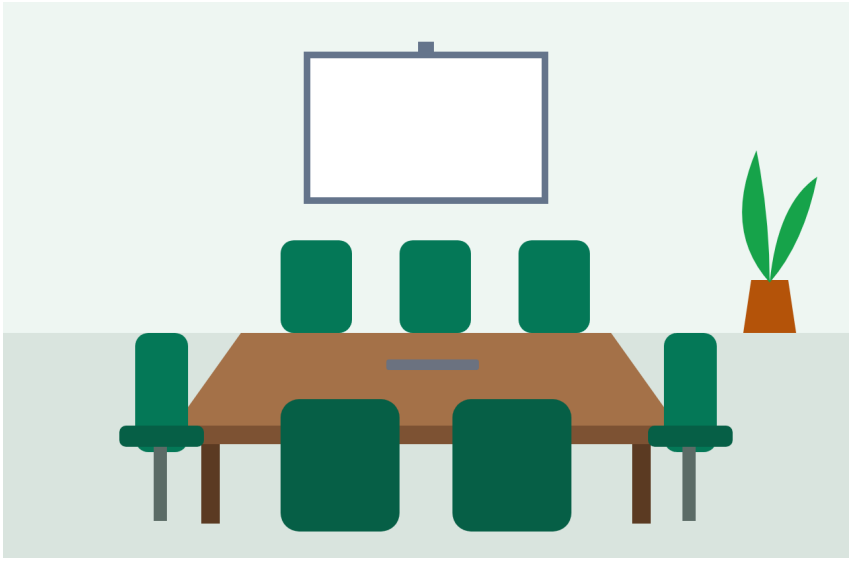
Mark your answer: (A) (B) (C) (D)

4.



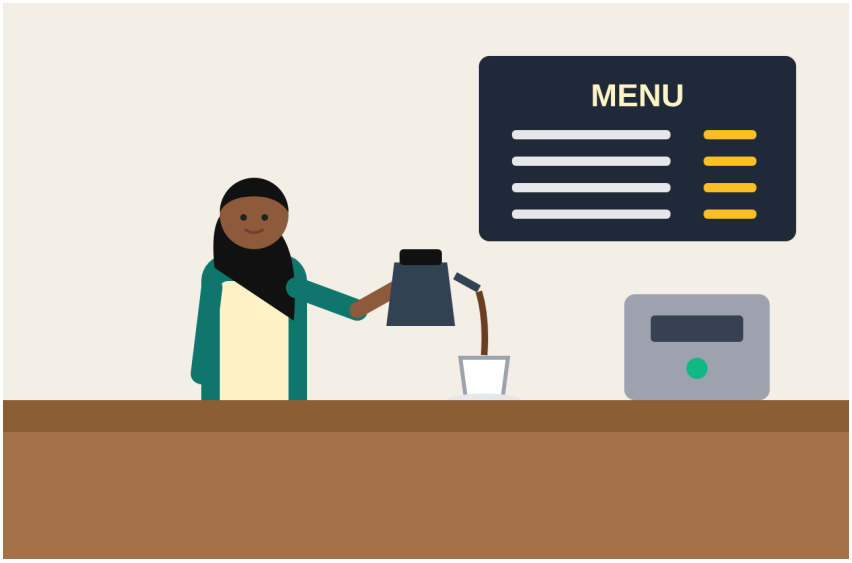
Mark your answer: (A) (B) (C) (D)

5.



Mark your answer: (A) (B) (C) (D)

6.



Mark your answer: (A) (B) (C) (D)

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Part 2: Question-Response

Directions: Part Two. Directions. You will hear a question or a statement and three responses. They are spoken only once and are not printed. Choose the best response to the question or statement, and mark your answer.

7. Mark your answer on your answer sheet.	(A) (B) (C)
8. Mark your answer on your answer sheet.	(A) (B) (C)
9. Mark your answer on your answer sheet.	(A) (B) (C)
10. Mark your answer on your answer sheet.	(A) (B) (C)
11. Mark your answer on your answer sheet.	(A) (B) (C)
12. Mark your answer on your answer sheet.	(A) (B) (C)
13. Mark your answer on your answer sheet.	(A) (B) (C)
14. Mark your answer on your answer sheet.	(A) (B) (C)
15. Mark your answer on your answer sheet.	(A) (B) (C)
16. Mark your answer on your answer sheet.	(A) (B) (C)
17. Mark your answer on your answer sheet.	(A) (B) (C)
18. Mark your answer on your answer sheet.	(A) (B) (C)
19. Mark your answer on your answer sheet.	(A) (B) (C)
20. Mark your answer on your answer sheet.	(A) (B) (C)
21. Mark your answer on your answer sheet.	(A) (B) (C)
22. Mark your answer on your answer sheet.	(A) (B) (C)
23. Mark your answer on your answer sheet.	(A) (B) (C)
24. Mark your answer on your answer sheet.	(A) (B) (C)
25. Mark your answer on your answer sheet.	(A) (B) (C)
26. Mark your answer on your answer sheet.	(A) (B) (C)
27. Mark your answer on your answer sheet.	(A) (B) (C)
28. Mark your answer on your answer sheet.	(A) (B) (C)
29. Mark your answer on your answer sheet.	(A) (B) (C)
30. Mark your answer on your answer sheet.	(A) (B) (C)
31. Mark your answer on your answer sheet.	(A) (B) (C)

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Part 3: Conversations

Directions: Part Three. Directions. You will hear conversations between two or more people. After each conversation, answer three questions about what the speakers say. Choose the best answer to each question. The questions and answer choices are printed, and the conversations are spoken only once.

Questions 32 through 34 refer to the following conversation.

32. Why is the man calling?

(A) To add rooms to a reservation
(B) To cancel a booking
(C) To ask for directions to an exhibition hall
(D) To complain about a room

33. What does the woman say about the available rooms?

(A) They were recently renovated.
(B) They do not have a sea view.
(C) They are more expensive.
(D) They are on the top floor.

34. What information does the woman ask for?

(A) A credit card number
(B) The dates of arrival
(C) A company address
(D) The names of the guests

Questions 35 through 37 refer to the following conversation.

35. What is the man preparing for?

(A) A presentation
(B) A job interview
(C) A training workshop
(D) A business trip

36. What problem does the woman mention?

(A) A meeting room is unavailable.
(B) A password has expired.
(C) An order has not arrived.
(D) A printer is not working.

37. What does the woman suggest?

(A) Calling the IT desk again
(B) Using a printer on another floor
(C) Sending the handouts by e-mail
(D) Rescheduling a meeting

Questions 38 through 40 refer to the following conversation with three speakers.

38. What are the speakers planning?

(A) A company celebration
(B) A product launch
(C) A training course
(D) A client visit

39. What concern does Tom raise about the Grandview Hall?

(A) It is far from the train station.
(B) It may be too small.
(C) Its catering package is expensive.
(D) It is not available in September.

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40. What is Ahmed asked to do?

(A) Check a venue's availability
(B) Visit a regional office
(C) Send out invitations
(D) Prepare a budget

Questions 41 through 43 refer to the following conversation.

41. Where does the woman most likely work?

(A) At a delivery company
(B) At a real estate agency
(C) At a print shop
(D) At an office supply warehouse

42. What problem does the man report?

(A) A bill is incorrect.
(B) An order is late.
(C) A name is misspelled.
(D) Some cards are the wrong color.

43. What does the woman offer to do?

(A) Refund a payment
(B) Give a discount on a future order
(C) Deliver an order
(D) Create a new design

Questions 44 through 46 refer to the following conversation.

44. What are the speakers discussing?

(A) Hiring a new employee
(B) Opening a new store
(C) Planning a holiday sale
(D) Preparing for a regional meeting

45. Why does the man say, "I'm at the regional meeting all of next week"?

(A) To invite the woman to a meeting
(B) To suggest a different venue
(C) To explain why he was late
(D) To indicate that he is not available

46. What does the man say he will do by tomorrow?

(A) Contact Ms. Kim
(B) Call a candidate
(C) Book a meeting room
(D) Review the remaining applications

Questions 47 through 49 refer to the following conversation.

47. Where does the conversation most likely take place?

(A) At an airport
(B) At a train station
(C) At a travel agency
(D) At a hotel

48. Where will the man change planes?

(A) In Vienna
(B) In Zurich
(C) In Munich
(D) In Frankfurt

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49. What does the woman give the man?

(A) A hotel key
(B) A seat upgrade
(C) A meal voucher
(D) A refund receipt

Questions 50 through 52 refer to the following conversation.

50. What will happen on the fifteenth?

(A) A training course will begin.
(B) Renovation work will start.
(C) A team will move to a new building.
(D) New computers will be installed.

51. Why does the man prefer to work from home?

(A) He has to care for his children.
(B) The office is closed on weekends.
(C) The training room is noisy.
(D) He lives far from the office.

52. What does the woman remind the man to do?

(A) Back up his files
(B) Submit a form
(C) Attend a meeting
(D) Return a laptop

Questions 53 through 55 refer to the following conversation with three speakers.

53. Where do the speakers most likely work?

(A) On a farm
(B) At a restaurant
(C) At a supermarket
(D) At a delivery company

54. Why is a delivery late?

(A) A truck broke down.
(B) An order was incorrect.
(C) A driver is stuck in traffic.
(D) A warehouse is closed.

55. What does Grace offer to do?

(A) Put out products from the storeroom
(B) Call the driver
(C) Make a sign
(D) Lower some prices

Questions 56 through 58 refer to the following conversation.

56. Who most likely is the woman?

(A) A receptionist
(B) An accountant
(C) A technical support worker
(D) A sales representative

57. What does the man imply when he says, "that's the third time this month"?

(A) He is frustrated that a problem keeps happening.
(B) He needs a new password.
(C) His meeting has been rescheduled.
(D) He has called several customers.

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58. What will the woman most likely do next?

(A) Restart a speaker
(B) Call a supplier
(C) Update a booking calendar
(D) Install new equipment

Questions 59 through 61 refer to the following conversation.

59. What does the man like about the office?

(A) It has a view of a park.
(B) The rent is low.
(C) It is close to public transportation.
(D) It has a large kitchen.

60. According to the woman, what is billed separately?

(A) Security
(B) Electricity
(C) Parking
(D) Cleaning

61. What does the man want to do on Thursday?

(A) Move in some furniture
(B) Return with a colleague
(C) Meet the building manager
(D) Sign a lease

Questions 62 through 64 refer to the following conversation and price list.

Coastline Catering · Lunch Platters (serves 10)

Platter	Price
Sandwich platter	$85
Garden salad platter	$70
Fresh fruit platter	$60
Hot pasta tray	$95

62. What event is the man ordering food for?

(A) A training session
(B) A client meeting
(C) A product launch
(D) A retirement party

63. Look at the graphic. How much will the man pay for his order?

(A) $60
(B) $95
(C) $70
(D) $85

64. Why does the man decline the woman's suggestion?

(A) He has a limited budget.
(B) The delivery would be too late.
(C) The order is already too large.
(D) His staff do not like fruit.

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Questions 65 through 67 refer to the following conversation and schedule.

Staff Development Day · Wednesday Workshops

Time	Workshop	Room
9:00	Social Media Marketing	A
10:30	Negotiation Skills	B
1:00	Time Management	C
2:30	Customer Service Excellence	A

65. Why can't the man attend the workshop he signed up for?

(A) He has a team meeting at the same time.
(B) The workshop has been canceled.
(C) The room is full.
(D) He will be on a business trip.

66. Look at the graphic. At what time will the man attend a workshop?

(A) At 2:30
(B) At 9:00
(C) At 1:00
(D) At 10:30

67. What does the woman say she received at a workshop?

(A) A free lunch
(B) A certificate
(C) A discount voucher
(D) A handbook

Questions 68 through 70 refer to the following conversation and table.

Ridgeway Office Supplies · Delivery Options

Service	Delivery time	Cost
Standard	5–7 business days	$12
Express	2–3 business days	$25
Overnight	Next business day	$40
Same day	Local orders only	$55

68. What is the man ordering?

(A) Ink cartridges
(B) Envelopes
(C) Computers
(D) Office chairs

69. Look at the graphic. How much will the man pay for delivery?

(A) $40
(B) $25
(C) $12
(D) $55

70. What does the woman say about printer paper?

(A) It is part of a promotion.
(B) It will be delivered separately.
(C) It is out of stock.
(D) It comes from a new supplier.

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Part 4: Talks

Directions: Part Four. Directions. You will hear talks given by a single speaker. After each talk, answer three questions about what the speaker says. Choose the best answer to each question. The questions and answer choices are printed, and the talks are spoken only once.

Questions 71 through 73 refer to the following recorded message.

71. Why is the office closed today?

(A) It is being renovated.
(B) It has moved to a new location.
(C) It is the weekend.
(D) It is a holiday.

72. What will happen from the twentieth to the thirtieth?

(A) Fees will be reduced.
(B) The website will be updated.
(C) A new accountant will start work.
(D) The office will stay open later.

73. According to the speaker, how can listeners make an appointment?

(A) By sending an e-mail
(B) By pressing two
(C) By visiting the office
(D) By using a website

Questions 74 through 76 refer to the following announcement.

74. What has caused the delay?

(A) A late connecting flight
(B) An aircraft inspection
(C) Bad weather
(D) A crew change

75. What does the speaker say has changed?

(A) The destination
(B) The departure gate
(C) The seat assignments
(D) The airline

76. What can passengers receive by showing their boarding passes?

(A) A travel voucher
(B) A seat upgrade
(C) Access to a lounge
(D) Free refreshments

Questions 77 through 79 refer to the following excerpt from a meeting.

77. What is the speaker mainly talking about?

(A) A new way to submit expenses
(B) A new phone plan for staff
(C) A cut in the department budget
(D) A change to the travel policy

78. According to the speaker, what is an advantage of the change?

(A) New phones will be provided.
(B) Receipts will no longer be needed.
(C) Employees will be reimbursed more quickly.
(D) Travel costs will be lower.

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79. What are listeners asked to do before the training session?

(A) Collect their receipts
(B) Submit a form
(C) Watch a recording
(D) Install an app

Questions 80 through 82 refer to the following news report.

80. What does VeloSpark make?

(A) Delivery trucks
(B) Batteries
(C) Car parts
(D) Electric bicycles

81. What are some residents worried about?

(A) Higher local taxes
(B) An increase in traffic
(C) The closure of local stores
(D) Noise from the factory

82. What does the company plan to build?

(A) A parking garage
(B) An access road
(C) A train station
(D) A training center

Questions 83 through 85 refer to the following talk.

83. Who most likely is the speaker?

(A) A tour guide
(B) A factory manager
(C) A shop assistant
(D) A safety inspector

84. Why are listeners not allowed to take photos in the packaging area?

(A) The area is being cleaned.
(B) The area is too dark.
(C) The equipment is still being developed.
(D) The workers have asked not to be photographed.

85. What will listeners receive at the end of the tour?

(A) A certificate
(B) A free product
(C) A discount coupon
(D) A map of the factory

Questions 86 through 88 refer to the following telephone message.

86. What is the main purpose of the message?

(A) To cancel a presentation
(B) To introduce a new colleague
(C) To request sales data from a client
(D) To give feedback on some slides

87. Why does the speaker say, "Hartwell's team will definitely notice that"?

(A) To explain why the client is unhappy
(B) To stress that a correction is necessary
(C) To praise the client's attention to detail
(D) To suggest inviting more people

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88. What does the speaker say she has done?

(A) Contacted the finance department
(B) Ordered lunch for the meeting
(C) Sent the slides to the client
(D) Reserved a meeting room

Questions 89 through 91 refer to the following speech.

89. What is the purpose of the event?

(A) To train new staff
(B) To open a new hotel
(C) To recognize employees
(D) To welcome new guests

90. What did Ms. Tanaka create?

(A) A training program
(B) A hotel website
(C) A loyalty program
(D) A guest survey

91. What will happen after Ms. Tanaka's speech?

(A) Another award will be presented.
(B) A video will be shown.
(C) Photographs will be taken.
(D) Dinner will be served.

Questions 92 through 94 refer to the following excerpt from a meeting and chart.

SmartBrew Coffee Makers · Units Sold Last Quarter

Store	Units sold
Downtown	420
Westfield	380
Northgate	310
Harbor Point	290

92. What product is the speaker discussing?

(A) Laptop computers
(B) Coffee makers
(C) Kitchen knives
(D) Mobile phones

93. Look at the graphic. Which store does the speaker praise?

(A) Northgate
(B) Downtown
(C) Westfield
(D) Harbor Point

94. What will the speaker send next week?

(A) A product sample
(B) A work schedule
(C) A sales report
(D) A guide

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Questions 95 through 97 refer to the following announcement and program.

Riverside Business Forum · Program

Time	Session
9:00	Opening remarks
9:30	Keynote: Growing a Small Business (Laura Chen)
11:00	Panel: Digital Marketing
1:30	Workshop: Funding Your Start-up

95. What problem does the speaker mention?

(A) The mobile app is not working.
(B) Lunch will be served late.
(C) A speaker's train is late.
(D) A room is not available.

96. Look at the graphic. What time will Ms. Chen's talk begin?

(A) 9:30
(B) 11:00
(C) 9:00
(D) 1:30

97. According to the speaker, what can listeners do with the mobile app?

(A) Register for workshops
(B) Submit questions
(C) Order lunch
(D) Download slides

Questions 98 through 100 refer to the following talk and directory.

Norland Insurance · Building Directory

Floor	Department
5	Legal
4	Human Resources
3	IT Support
2	Accounting
1	Reception · Staff Cafeteria

98. Who most likely are the listeners?

(A) Security guards
(B) Team leaders
(C) New employees
(D) Insurance customers

99. Look at the graphic. Which department will issue the badges?

(A) Legal
(B) Accounting
(C) IT Support
(D) Human Resources

100. What does the speaker say the company will provide today?

(A) Parking passes
(B) Laptops
(C) Uniforms
(D) Lunch

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Practice Test 1 · Reading Test

In the Reading test, you will read a variety of texts and answer different types of reading comprehension questions. The Reading test takes 75 minutes. There are three parts. You may answer the questions in any order.

Part 5: Incomplete Sentences

Directions: A word or phrase is missing in each sentence below. Choose the best answer to complete the sentence.

101. Ms. Alvarez asked the team members to submit _____ reports by Friday afternoon.

(A) themselves
(B) they
(C) their
(D) them

102. All visitors must sign in at the front desk _____ entering the laboratory.

(A) since
(B) until
(C) before
(D) during

103. Because of the heavy snow, the regional sales conference was _____ until next month.

(A) produced
(B) proceeded
(C) prevented
(D) postponed

104. Mr. Kwan is the most _____ candidate we have interviewed for the position.

(A) qualify
(B) qualified
(C) qualification
(D) qualifies

105. Please contact the help desk _____ you have any trouble logging in to the system.

(A) if
(B) unless
(C) although
(D) so that

106. The marketing team worked _____ to finish the campaign before the deadline.

(A) efficiently
(B) more efficient
(C) efficient
(D) efficiency

107. Dalton Foods has _____ its sales target for the third consecutive quarter.

(A) exceeded
(B) to exceed
(C) exceeding
(D) exceeds

108. Applicants should have at least three years of _____ in customer service.

(A) experiencing
(B) experiential
(C) experience
(D) experienced

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109. The parking area behind the building is reserved _____ for visitors.

(A) exclusion
(B) excluding
(C) exclusive
(D) exclusively

110. Neither the manager _____ her assistant was able to attend the workshop.

(A) or
(B) but
(C) and
(D) nor

111. The renovation of the hotel lobby is expected to be _____ by the end of May.

(A) completion
(B) completed
(C) completing
(D) completes

112. Customers who purchase a laptop this week will receive a carrying case at no additional _____.

(A) fare
(B) charge
(C) budget
(D) value

113. _____ the contract is signed, construction work on the new warehouse can begin.

(A) During
(B) Despite
(C) Once
(D) Even

114. Ms. Yamada will be _____ for training all new sales staff.

(A) responsibly
(B) respond
(C) responsibility
(D) responsible

115. The company newsletter is sent to all employees _____ e-mail every Monday.

(A) from
(B) at
(C) with
(D) by

116. The survey results show that most customers are _____ with our delivery service.

(A) satisfying
(B) satisfied
(C) satisfy
(D) satisfaction

117. Mr. Dubois has worked in the finance department _____ he joined the company in 2015.

(A) while
(B) during
(C) since
(D) for

118. To reduce costs, the office will _____ paper use by printing on both sides of each page.

(A) expand
(B) minimize
(C) depend
(D) object

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119. The keynote speaker gave an _____ presentation on trends in renewable energy.

(A) informative
(B) information
(C) inform
(D) informatively

120. Ms. Chen's proposal was approved because it was the _____ expensive of the three options.

(A) lesser
(B) little
(C) less
(D) least

121. All employees _____ to complete the online safety course by June 30.

(A) have required
(B) require
(C) requiring
(D) are required

122. Delivery times may vary _____ on the size of the order.

(A) depending
(B) dependence
(C) dependent
(D) depend

123. The board of directors will meet next week to _____ the proposed merger.

(A) speak
(B) discuss
(C) respond
(D) talk

124. Our technicians are available _____ the clock to answer your questions.

(A) over
(B) across
(C) around
(D) through

125. Please keep your receipt, _____ you will need it to return or exchange an item.

(A) whereas
(B) or
(C) unless
(D) as

126. The hiring committee was impressed by the candidate's _____ to learn new skills quickly.

(A) ability
(B) ably
(C) able
(D) enable

127. _____ of the two printers is working properly, so we have ordered a replacement.

(A) Neither
(B) Both
(C) None
(D) Either

128. The new software allows staff to track project expenses more _____ than before.

(A) accuracies
(B) accurate
(C) accuracy
(D) accurately

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129. Mr. Patel, _____ has managed the Seoul office for six years, will transfer to London in May.

(A) who
(B) whose
(C) whom
(D) which

130. Since it opened in March, the museum's new exhibit has attracted a _____ number of visitors.

(A) recording
(B) recorded
(C) record
(D) records

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Part 6: Text Completion

Directions: Read the texts. A word, phrase, or sentence is missing in parts of each text. Choose the best answer to complete the text.

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

E-MAIL

To: All staff
From: Facilities Department
Date: March 4
Subject: East wing elevators

Dear Staff,

Please be aware that the elevators in the east wing will be out of service on Saturday, March 9, **(131)** _____ scheduled maintenance. The work will begin at 8:00 A.M. and is expected to last until 4:00 P.M. During this time, employees **(132)** _____ need to reach the upper floors should use the elevators in the west wing. **(133)** _____

We apologize for any **(134)** _____ this may cause. Thank you for your patience.

Facilities Department

131.

(A) as well as
(B) instead of
(C) due to
(D) in case

132.

(A) whose
(B) whom
(C) who
(D) which

133.

(A) Please submit your vacation requests by Friday.
(B) Staff working that day should allow extra time to move between floors.
(C) The new elevators were built by a local company.
(D) The cafeteria menu has also been updated.

134.

(A) inconvenience
(B) inconveniently
(C) inconvenienced
(D) inconvenient

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Questions 135–138 refer to the following notice.

NOTICE

Greenfield Public Library · Small Business Workshop Series

Are you thinking about starting your own business? The Greenfield Public Library is **(135)** _____ a series of free workshops for new entrepreneurs this fall. Topics include writing a business plan, managing finances, and marketing on a small budget.

Each session **(136)** _____ by a local business owner with years of practical experience. **(137)** _____ Space is limited, so early registration is **(138)** _____ recommended.

To sign up, visit the front desk or register online at www.greenfieldlibrary.org/workshops.

135.

(A) offering
(B) offer
(C) offered
(D) offers

136.

(A) leading
(B) will be led
(C) has led
(D) will lead

137.

(A) Participants will also have time to ask questions at the end of each session.
(B) The library will be closed for repairs next year.
(C) The children's section has many new books.
(D) Library cards can be renewed online.

138.

(A) strengthen
(B) strength
(C) strongly
(D) strong

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Questions 139–142 refer to the following article.

ARTICLE

Bean & Leaf to Drop Plastic Cups

HARBOR CITY (May 12) — Local coffee chain Bean & Leaf announced on Tuesday that it will replace the plastic cups in all fourteen of its cafés with **(139)** _____ cups made from plant fiber. The change will take effect on June 1.

"Our customers have been asking us to reduce waste for years," said founder Martin Osei. The new cups cost about 20 percent more than plastic ones. **(140)** _____, the company says it will not raise its prices. **(141)** _____

Mr. Osei added that the company is also **(142)** _____ a discount for customers who bring their own reusable cups.

139.

(A) compatible
(B) comparable
(C) competitive
(D) compostable

140.

(A) Similarly
(B) Therefore
(C) For example
(D) However

141.

(A) Instead, it plans to cover the extra cost by buying the cups in large quantities.
(B) Customers can also order through the company's app.
(C) Mr. Osei opened his first café in 2009.
(D) The café's new menu includes several vegetarian dishes.

142.

(A) introduced
(B) introducing
(C) introduction
(D) introduces

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Questions 143–146 refer to the following memo.

MEMO

To: Sales Department
From: Grace Liu, Regional Manager
Date: October 2
Subject: Client feedback system

Starting next week, all sales representatives will use a new online system to record client feedback. **(143)** _____, feedback was collected on paper forms, which made it difficult to share information between offices. The new system will allow managers to view comments from every region in real time.

A one-hour training session will be held on Monday at 9:00 A.M. in Room 410. **(144)** _____ Those who are unable to attend should **(145)** _____ me by Friday so that another session can be arranged.

I am confident that this system will help us respond to our clients' needs more **(146)** _____.

143.

(A) Moreover
(B) Previously
(C) Otherwise
(D) Eventually

144.

(A) Most of our clients are located in Asia.
(B) Room 410 will be repainted next month.
(C) Please bring your laptop so that you can practice using the system.
(D) Last year's sales were the highest in company history.

145.

(A) arrange
(B) attend
(C) prepare
(D) notify

146.

(A) quickest
(B) quickly
(C) quicken
(D) quick

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Part 7: Reading Comprehension

Directions: Read the texts below: articles, e-mails, notices, advertisements, chats and more. Some question sets refer to one text; others refer to two or three related texts. Choose the best answer to each question.

Questions 147–148 refer to the following notice.

NOTICE

ATTENTION TENANTS · Cedar Plaza Office Tower

The main entrance on Oak Street will be closed from Monday, June 3, to Friday, June 7, while the front steps are being repaired. During this period, please use the side entrance on Pine Avenue.

Visitors will need to sign in at the temporary security desk located just inside the Pine Avenue entrance. Deliveries should continue to be made through the loading dock at the rear of the building.

We apologize for the inconvenience.

Cedar Plaza Building Management

147. Why will the main entrance be closed?

(A) A large delivery is expected.
(B) A new tenant is moving in.
(C) Repairs are being made.
(D) A security system is being installed.

148. Where should visitors sign in?

(A) At the Oak Street entrance
(B) At a desk near the Pine Avenue entrance
(C) At the building management office
(D) At the loading dock

Questions 149–150 refer to the following text-message chain.

TEXT-MESSAGE CHAIN

Nadia Rahman [10:42 A.M.]: Hi Leo, I'm at the client's office, but the projector cable I brought doesn't fit their laptop.

Leo Brandt [10:43 A.M.]: Oh no. What kind of connection do they have?

Nadia Rahman [10:44 A.M.]: Only USB-C. The meeting starts at 11:30.

Leo Brandt [10:46 A.M.]: There's an adapter in the top drawer of my desk. I can bring it over. I'm only ten minutes away.

Nadia Rahman [10:47 A.M.]: You're a lifesaver!

Leo Brandt [10:47 A.M.]: Leaving now.

149. What problem does Ms. Rahman have?

(A) She is late for a meeting.
(B) She forgot her laptop.
(C) She cannot connect some equipment.
(D) She cannot find the client's office.

150. At 10:47 A.M., what does Ms. Rahman most likely mean when she writes, "You're a lifesaver"?

(A) She is grateful for Mr. Brandt's help.
(B) She wants Mr. Brandt to join the meeting.
(C) She thinks Mr. Brandt should hurry.
(D) She is worried about the meeting.

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Questions 151–152 refer to the following advertisement.

ADVERTISEMENT

Sparrow Coworking · Your Office, Your Way

Located in the heart of the Riverside business district, Sparrow Coworking offers flexible workspace for freelancers, start-ups, and remote teams.

- Shared desks from $15 per day
- Private offices for teams of 2–10 people, available by the month
- High-speed internet, printing, and unlimited coffee included
- Meeting rooms that can be booked by the hour through our app

New members who sign up before August 31 receive their first week free. Book a tour at www.sparrowcowork.com.

151. What is being advertised?

(A) An internet provider
(B) A shared workspace
(C) A furniture store
(D) A coffee shop

152. What is offered to new members?

(A) A free coffee machine
(B) A free meeting room booking
(C) Discounted printing
(D) A free week

Questions 153–154 refer to the following invoice.

INVOICE

Hillcrest Office Furniture · INVOICE No. 20817

Bill to: Moreno Design Studio, 55 Harbor Road, Suite 3
Date: September 14

Item	Qty	Unit price	Total
Ergonomic desk chair (gray)	4	$180.00	$720.00
Adjustable standing desk	2	$450.00	$900.00
Assembly service	1	$120.00	$120.00
Subtotal			$1,740.00
Delivery (free on orders over $1,500)			$0.00
Total due			$1,740.00

Payment is due within 30 days. Items may be returned within 14 days of delivery if they are unused and in their original packaging.

153. What is indicated about Moreno Design Studio's order?

(A) It qualified for free delivery.
(B) It included four desks.
(C) It was paid for in advance.
(D) It was delivered on September 14.

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154. According to the invoice, under what condition can items be returned?

(A) If assembly service was not purchased
(B) If they were damaged during delivery
(C) If they are returned within 30 days
(D) If they have not been used

Questions 155–157 refer to the following e-mail.

E-MAIL

To: Carla Jensen <cjensen@northpointmail.com>
From: Ivan Petrov, Customer Service, Lumen Airlines
Date: May 22
Subject: Your baggage claim

Dear Ms. Jensen,

Thank you for contacting Lumen Airlines about the suitcase that did not arrive with you on flight LA 512 from Lisbon on May 20. I am pleased to tell you that your suitcase has been located. **[1]** It was mistakenly loaded onto a flight to Madrid and is now at our baggage office at Westbridge Airport. **[2]**

Our courier will deliver it to the hotel address on your claim form tomorrow between 2:00 and 6:00 P.M. **[3]** If you will not be at the hotel at that time, please let us know, and we will arrange a different time.

In addition, as stated in our baggage policy, you may be reimbursed for essential items you bought while waiting for your suitcase. **[4]** Please send copies of your receipts to this e-mail address within 30 days.

Sincerely,

Ivan Petrov

155. Why did Mr. Petrov write to Ms. Jensen?

(A) To apologize for a canceled flight
(B) To report that her suitcase has been found
(C) To request a payment
(D) To confirm a change to her flight

156. What is Ms. Jensen asked to do?

(A) Send copies of receipts
(B) Fill out a claim form
(C) Call the courier company
(D) Pick up her suitcase at the airport

157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
"Our staff have checked it carefully and found no damage."

(A) [1]
(B) [2]
(C) [3]
(D) [4]

Questions 158–160 refer to the following memo.

MEMO

To: All Employees
From: Priya Nair, Human Resources
Date: January 8
Subject: New wellness program

I am pleased to announce that Calloway Logistics will launch a new employee wellness program on February 1. The program is designed to help staff stay healthy and reduce stress, both at work and at home.

As part of the program, all full-time employees will receive a free membership at FitZone gyms, which have twelve locations across the city. Part-time employees may join at a 50 percent discount. In addition, yoga classes will be held in the third-floor training room every Wednesday from 12:15 to 12:45 P.M., so staff can attend during their lunch break.

Employees who wish to take part should complete the registration form on the HR page of the intranet by January 25. Membership cards will be handed out during the first week of February. Please direct any questions to me at extension 3307.

158. What is the purpose of the memo?

(A) To announce a change in working hours
(B) To explain a new lunch policy
(C) To introduce a new program for staff
(D) To invite staff to a training session

159. What is indicated about part-time employees?

(A) They cannot attend yoga classes.
(B) They can get a reduced membership price.
(C) They will receive free memberships.
(D) They must register by February 1.

160. When will the yoga classes take place?

(A) After work on Fridays
(B) During lunchtime on Wednesdays
(C) On weekends at FitZone gyms
(D) Every morning before work

Questions 161–163 refer to the following web page.

WEB PAGE

URL: www.tavernerbooks.com/events

Taverner Books · Upcoming Events

Author Talk: Rebecca Holm, The Patient Investor · Thursday, October 17, 7:00 P.M., Main Floor

Financial journalist Rebecca Holm will discuss her new book, which explains how ordinary people can plan for long-term financial goals. Ms. Holm spent fifteen years reporting on global markets for the Daily Ledger before becoming a full-time writer. After her talk, she will answer questions from the audience and sign copies of her book.

Admission is free, but seating is limited to 80 people. To reserve a seat, call 555-0148. Copies of The Patient Investor will be on sale at the event at a 10 percent discount. Members of the Taverner Readers' Club receive an additional 5 percent off.

161. What is the main purpose of the Web page?

(A) To announce a job opening
(B) To advertise a newspaper
(C) To review a new book
(D) To promote an event at a bookstore

162. What is suggested about Ms. Holm?

(A) She used to work as a reporter.
(B) She belongs to a readers' club.
(C) She owns a bookstore.
(D) She works for an investment firm.

163. How can people reserve a seat?

(A) By joining a club
(B) By sending an e-mail
(C) By buying the book
(D) By making a telephone call

Questions 164–167 refer to the following online chat discussion.

ONLINE CHAT DISCUSSION

Tomás Ruiz [9:02 A.M.]: Good morning, everyone. Quick update: the Brennan Hotel has just confirmed that it can host our sales conference on November 14 and 15.

Hannah Cole [9:03 A.M.]: Great news! Did they agree to the price we discussed?

Tomás Ruiz [9:05 A.M.]: Almost. The room rate is fine, but they want an extra $500 for audiovisual equipment.

Ken Ishida [9:06 A.M.]: Hmm. We could bring our own projectors from the office.

Hannah Cole [9:07 A.M.]: We'd still need microphones and a sound system for the main hall, though.

Tomás Ruiz [9:09 A.M.]: Right. I'll ask whether they would include the sound system if we bring the projectors.

Ken Ishida [9:10 A.M.]: Good idea. Also, has anyone booked the keynote speaker yet?

Hannah Cole [9:11 A.M.]: I'm on it. I have a call with her agent at 2:00 this afternoon.

Tomás Ruiz [9:12 A.M.]: Perfect. Let's aim to finalize everything by Friday so we can send out the invitations next week.

164. What are the writers mainly discussing?

(A) A hotel's room rates
(B) A schedule for a product launch
(C) The cost of new office equipment
(D) Arrangements for a conference

165. What does Mr. Ishida suggest?

(A) Hiring a sound technician
(B) Moving the event to a later date
(C) Finding a different hotel
(D) Using equipment from their own office

166. At 9:11 A.M., what does Ms. Cole mean when she writes, "I'm on it"?

(A) She will speak at the conference.
(B) She is taking care of a task.
(C) She has already booked a speaker.
(D) She is currently in a meeting.

167. What do the writers hope to do next week?

(A) Sign a contract
(B) Meet the keynote speaker
(C) Send invitations
(D) Visit the hotel

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Questions 168–171 refer to the following article.

ARTICLE

Greenway Grocers Expands Home Delivery

By Alicia Moreno, Business Reporter

BRIDGEPORT (March 3) — Greenway Grocers, the region's largest independent supermarket chain, announced yesterday that it will expand its home delivery service to all 22 of its stores by the end of the year. **[1]** The service, which allows customers to order groceries online and receive them within three hours, was first tested at five stores in the Bridgeport area last spring.

According to company spokesperson Jonah Ellis, the trial was more successful than expected. "We planned for about 300 orders a week, but we were soon receiving more than a thousand," he said. **[2]**

To support the expansion, Greenway plans to hire 150 delivery drivers and purchase a fleet of electric vans. **[3]** Mr. Ellis said that the company chose electric vehicles to lower its fuel costs and reduce its impact on the environment.

Some industry analysts have questioned whether stores in rural areas will receive enough online orders to make the service profitable. **[4]** However, Mr. Ellis believes that customers in those areas, who often travel long distances to shop, may benefit the most.

168. What is the article mainly about?

(A) A company's plan to extend a service
(B) A shortage of delivery drivers
(C) The opening of new supermarkets
(D) The results of a customer survey

169. What is indicated about the trial of the delivery service?

(A) It used electric bicycles.
(B) It lasted for three years.
(C) It took place in rural areas.
(D) It received more orders than expected.

170. According to Mr. Ellis, why did the company choose electric vans?

(A) To meet a government rule
(B) To deliver orders more quickly
(C) To carry larger loads
(D) To cut fuel expenses

171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "Recruitment for these positions will begin next month."

(A) [1]
(B) [2]
(C) [3]
(D) [4]

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Questions 172–175 refer to the following letter.

LETTER

Ocean Crest Resort · 400 Shoreline Drive · Port Ellis

April 2

Mr. Daniel Fischer, Event Coordinator
Brightpath Software, 18 Kingsway, Suite 900, Northfield

Dear Mr. Fischer,

Thank you for choosing Ocean Crest Resort for Brightpath Software's annual staff retreat from June 20 to 22. This letter confirms the arrangements we discussed by phone last week.

We have reserved 45 ocean-view rooms for your group at the corporate rate of $165 per night. The Seaside Ballroom has been reserved for your meetings on June 21, and lunch will be served on the terrace that day. As requested, our team will also organize a guided kayaking tour on the morning of June 22 for up to 20 participants.

To secure the booking, a deposit of 25 percent of the total cost is required by May 1. You may pay by bank transfer or by credit card. Please note that rooms not confirmed by that date may be released to other guests.

We look forward to welcoming your team. If you have any questions, please contact me directly at 555-0192.

Sincerely,

Elena Vasquez, Group Sales Manager

172. Why did Ms. Vasquez write the letter?

(A) To confirm the details of a booking
(B) To advertise a new resort
(C) To change the date of a retreat
(D) To ask for feedback on a stay

173. What will happen on June 21?

(A) The group will go kayaking.
(B) The group will check out.
(C) Meetings will be held in a ballroom.
(D) A deposit will be due.

174. What is Mr. Fischer asked to do by May 1?

(A) Choose a lunch menu
(B) Pay part of the total cost
(C) Send a list of participants
(D) Call Ms. Vasquez

175. The word "secure" in paragraph 3, line 1, is closest in meaning to

(A) relax
(B) guarantee
(C) fasten
(D) protect

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Questions 176–180 refer to the following advertisement and e-mail.

ADVERTISEMENT

Fernwood Media · Now Hiring: Social Media Coordinator (Full-time)

Fernwood Media, a growing digital marketing agency in Clarkson, is looking for a creative Social Media Coordinator to manage online campaigns for our clients in the food and travel industries.

Responsibilities:

- Plan and publish content on clients' social media accounts
- Track and report on campaign performance
- Work closely with our design team

Requirements:

- At least two years of experience in social media marketing
- Excellent writing skills
- Experience with video editing is a plus

To apply, e-mail your résumé and a short cover letter to Martina Hughes at careers@fernwoodmedia.com by July 15. Interviews will be held in the last week of July.

E-MAIL

To: careers@fernwoodmedia.com
From: Samuel Okafor
Date: July 10
Subject: Social Media Coordinator position
Attachment: Okafor_resume.pdf

Dear Ms. Hughes,

I am writing to apply for the Social Media Coordinator position advertised on your Web site. For the past three years, I have worked as a marketing assistant at Lakeview Hotels, where I manage the company's social media accounts. During that time, our number of followers has grown by over 60 percent.

I also completed a certificate course in video production last year, and I now create short promotional videos for the hotel's travel packages. I believe my background in the travel industry would allow me to make a strong contribution to your team.

I will be on a business trip from July 24 to 28, but I am available for an interview at any other time, either in person or online.

Thank you for your consideration.

Samuel Okafor

176. What is indicated about Fernwood Media?

(A) It produces television commercials.
(B) It is located in a hotel.
(C) It is hiring several coordinators.
(D) It has clients in the travel industry.

177. According to the advertisement, what is NOT a responsibility of the position?

(A) Training new employees
(B) Publishing content online
(C) Reporting on campaign results
(D) Working with designers

178. What skill does Mr. Okafor have that the advertisement describes as a plus?

(A) Foreign languages
(B) Video editing
(C) Hotel management
(D) Graphic design

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179. In the e-mail, the word "background" in paragraph 2, line 3, is closest in meaning to

(A) scenery
(B) experience
(C) surface
(D) setting

180. What problem might Mr. Okafor have with the interview schedule?

(A) He has not prepared a résumé.
(B) He will be away during part of the interview period.
(C) He cannot attend interviews in person.
(D) He missed the application deadline.

Questions 181–185 refer to the following order confirmation and e-mail.

ORDER CONFIRMATION

Brightdesk Supplies · Order Confirmation

Order number: BD-55821
Order date: February 3
Customer: Hoshino Architecture (Attn: Keiko Hoshino)

Item	Qty	Price
Wireless keyboard, model K200	5	$225.00
Monitor stand, bamboo	5	$175.00
LED desk lamp (black)	5	$140.00
Subtotal		$540.00
Member discount (10%)		−$54.00
Standard shipping (5–7 business days)		$0.00
Total		$486.00

Need to make a change? Orders can be changed online within 24 hours of purchase. After that, please contact customer service at service@brightdesk.com.

E-MAIL

To: service@brightdesk.com
From: Keiko Hoshino
Date: February 13
Subject: Order BD-55821

Hello,

I received my order yesterday, and everything arrived in good condition. However, the desk lamps are white, not black as I ordered. Our office has a black-and-gray color scheme, so I would like to exchange them.

Could you please tell me how to send the white lamps back? I would also appreciate it if the replacement lamps could be sent by express delivery, as we are hosting clients in our office on February 20.

Finally, I would like to order two more wireless keyboards of the same model. Please let me know if they can be shipped together with the lamps.

Best regards,

Keiko Hoshino

181. What is indicated about Hoshino Architecture?

(A) It ordered ten items.
(B) It changed its order online.
(C) It paid for express shipping.
(D) It received a discount on its order.

182. When did Ms. Hoshino most likely receive her order?

(A) On February 20
(B) On February 3
(C) On February 13
(D) On February 12

183. What was wrong with the order?

(A) An item was missing.
(B) Some items were damaged.
(C) Some items were the wrong color.
(D) The total price was incorrect.

184. Why does Ms. Hoshino request express delivery?

(A) She is expecting visitors soon.
(B) Her current lamps are broken.
(C) Her office is moving.
(D) She wants to avoid shipping charges.

185. How much does one K200 wireless keyboard cost before the discount?

(A) $45
(B) $225
(C) $35
(D) $28

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Questions 186–190 refer to the following web page and two e-mails.

WEB PAGE

Midwest Retail Innovation Summit · September 18–19 · Lakeport Convention Center

Registration	Fee per person
Standard (both days)	$320
Single day	$190
Student, with valid ID (both days)	$120
Group: 5 or more people from one company (both days)	$270

Early registration: register by August 15 and save $30 on any ticket.

Day 1: Keynote by Arjun Mehta, CEO of ShopLane, "The Future of In-Store Shopping". Day 2: Workshops on inventory software, customer data, and store design.

E-MAIL

To: registration@retailsummit.org
From: Wendy Park, Fairmont Home Goods
Date: August 20
Subject: Group registration

Hello,

I would like to register six employees from Fairmont Home Goods for both days of the summit. Their names are listed below. Two of them, Mr. Gupta and Ms. Ferrer, are particularly interested in the workshop on store design, as we are planning to redesign our main store next year.

Could you also tell me whether there is a hotel near the convention center that offers a discount for summit participants?

Ravi Gupta · Ana Ferrer · Joel Brandt · Mia Lowe · Peter Szabo · Wendy Park

Thank you,

Wendy Park, Operations Manager

E-MAIL

To: Wendy Park
From: Daniel Moss, Registration Team
Date: August 21
Subject: RE: Group registration

Dear Ms. Park,

Thank you for registering your team. Your six registrations have been confirmed, and an invoice has been sent to your e-mail address. Please note that because of high demand, the store design workshop on Day 2 has been moved from Room 204 to the larger Room 310.

Regarding accommodation, the Lakeport Harbor Hotel, a five-minute walk from the convention center, is offering summit participants 15 percent off. Simply mention the code RIS27 when you book.

Best regards,

Daniel Moss

186. What is indicated about the summit?

(A) It is held every two years.
(B) Its keynote speaker is a professor.
(C) It will last for two days.
(D) It is free for students.

187. How much will Fairmont Home Goods most likely pay for each employee?

(A) $240
(B) $320
(C) $270
(D) $290

188. Why are Mr. Gupta and Ms. Ferrer interested in a workshop?

(A) Their company will redesign a store.
(B) They are university students.
(C) They work in inventory management.
(D) They will lead the workshop.

189. According to Mr. Moss, why was a workshop moved?

(A) A room is being repaired.
(B) The speaker asked for a change.
(C) Many people want to attend it.
(D) It clashed with the keynote speech.

190. What does Mr. Moss suggest Ms. Park do?

(A) Use a code to get a hotel discount
(B) Arrive at the convention center early
(C) Choose a different workshop
(D) Pay the invoice by August 25

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Questions 191–195 refer to the following memo, directory and e-mail.

MEMO

To: All Kestrel Finance staff
From: Office Services
Date: May 2
Subject: Move to Harbor Tower

As announced, our head office will move to Harbor Tower at 250 Quay Street. The move will take place over the weekend of May 24–25, and the new office will open on Monday, May 26. Each department will occupy one floor (see the attached directory).

Packing boxes will be delivered to each department on Monday, May 12. Please pack the items from your desk into these boxes by Wednesday, May 21, and label each box with your name and department.

Please note that Harbor Tower has limited parking. Staff who drive to work can apply for a parking space through the Office Services page. Spaces will be assigned by lottery.

DIRECTORY

Harbor Tower · Kestrel Finance Floor Directory

Floor	Departments
8	Reception, Client Meeting Rooms
9	Accounting and Payroll
10	Investment Advisory
11	Human Resources and Training
12	Executive Offices, Legal

E-MAIL

To: officeservices@kestrelfinance.com
From: Lucas Moreau
Date: May 14
Subject: Packing boxes

Hello,

I work in the payroll section. Our department received its boxes on Monday as planned, but there were only 30 boxes for 42 employees. Could you send us about fifteen more?

Also, I applied for a parking space last week but have not heard anything yet. When will we find out the results?

Thanks,

Lucas Moreau

191. What is the main purpose of the memo?

(A) To give instructions about an office move
(B) To ask staff to work over a weekend
(C) To introduce a new parking policy
(D) To announce the opening of a new branch

192. According to the memo, what should employees do by May 21?

(A) Apply for parking
(B) Collect boxes from Office Services
(C) Pack their belongings
(D) Visit Harbor Tower

193. On which floor will Mr. Moreau most likely work?

(A) Floor 11
(B) Floor 8
(C) Floor 10
(D) Floor 9

194. What problem does Mr. Moreau report?

(A) His parking application was rejected.
(B) His department did not receive enough boxes.
(C) The boxes arrived late.
(D) His name was misspelled on a label.

195. What is suggested about the parking spaces?

(A) They are free for all employees.
(B) They are across the street.
(C) Not every applicant will get one.
(D) They are assigned by department.

Questions 196–200 refer to the following product page, review and response.

PRODUCT PAGE

AquaPure Office Water Dispensers

Model	Suitable for	Features	Price
AP-100	Up to 20 people	Cold water	$299
AP-200	Up to 40 people	Hot and cold water	$449
AP-300	Up to 60 people	Hot, cold, and sparkling water	$699
AP-400	Up to 100 people	Hot, cold, and sparkling water; touch-free sensor	$899

All models include free installation and a two-year warranty. Filter replacement service: $25 per visit.

CUSTOMER REVIEW

Rating: ★★★☆☆
Posted by: Rosa Lindqvist, Office Manager, Brightwater Consulting
Date: October 9

We bought an AquaPure dispenser for our office of about 50 people because our staff wanted hot water for tea and sparkling water. We chose the least expensive model that offered both. The installation was quick, and the water tastes great.

However, after only three weeks, the sparkling water function stopped working. I called customer service on October 2, and a technician was supposed to visit on October 6, but nobody came. I'm still waiting for someone to contact me.

RESPONSE

From: AquaPure Customer Care
Date: October 10

Dear Ms. Lindqvist,

We are very sorry about your experience. After checking our records, we found that your appointment was entered incorrectly in our system. A senior technician, Mr. Daniel Reyes, will visit your office on October 12 to repair your dispenser. Because your unit is under warranty, there will be no charge.

In addition, we would like to offer you one year of free filter replacement service to make up for the inconvenience.

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196. What is indicated about all AquaPure dispensers?

(A) They provide sparkling water.
(B) They come with a five-year warranty.
(C) They are installed at no extra cost.
(D) They have a touch-free sensor.

197. Which model did Ms. Lindqvist most likely buy?

(A) AP-400
(B) AP-200
(C) AP-100
(D) AP-300

198. What problem does Ms. Lindqvist mention?

(A) A technician did not come as scheduled.
(B) The water tasted unpleasant.
(C) The installation took a long time.
(D) She was charged twice.

199. According to the response, why was there a problem with the appointment?

(A) A part was out of stock.
(B) The office address was wrong.
(C) It was recorded incorrectly.
(D) The technician was ill.

200. What does AquaPure offer Ms. Lindqvist?

(A) A newer model
(B) Free filter replacement for a year
(C) A full refund
(D) An extended warranty

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Practice Test 1 · Answer sheet · Listening (1–100)

Name: _____ Date: _____ Fill in one circle for each question.

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

Listening raw score: _____ / 100 Estimated scaled score: _____ / 495

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Practice Test 1 · Answer sheet · Reading (101–200)

Name: _____ Date: _____ Fill in one circle for each question.

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

Reading raw score: _____ / 100 Estimated scaled score: _____ / 495

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Practice Test 1 · Answer key and explanations

Listening · Part 1: Photographs

1. (B) The woman's hands are on the laptop keyboard. The mug, window and plant are in the picture, but she is not drinking, closing the window or watering the plant.

2. (A) The standing man is pointing at the bar chart on the screen. The two other people are seated, not leaving, and nothing is being erased or stacked.

3. (C) The picture shows boxes already placed on shelves (a passive result: 'have been stacked'). There are no people, so nobody is lifting boxes, assembling shelves or loading a truck.

4. (A) The worker is standing on a ladder while he fixes a ceiling light. He is already wearing his helmet ('putting on' describes the action of dressing), and he is not painting.

5. (D) The meeting room is empty and the chairs are placed around the table. No meeting is happening, the floor is clear, and no one is installing anything.

6. (D) The woman is pouring coffee from a pot into a cup. She is not cleaning the counter or reading the menu board behind her, and nothing is being washed.

Listening · Part 2: Question-Response

7. (B) A 'where' question needs a place: conference room B. 'At three o'clock' answers 'when', and 'Yes' cannot answer a wh- question.

8. (A) A 'when' question needs a time: Thursday morning. The other choices give a place or repeat the word 'print'.

9. (B) A 'who' question needs a person: Ms. Patel. 'Charge' and 'account' are repeated words used as traps.

10. (A) A 'why' question needs a reason: a storm. 'For about two hours' answers 'how long'.

11. (C) 'How many' needs a number: just over forty. The other choices give a place or an opinion.

12. (B) This is an offer. 'Thanks, that would be helpful' accepts it. 'Book' in the last choice has a different meaning.

13. (C) An indirect answer: the report is not finished because the speaker is still waiting for figures. 'Quarter' and 'sale' are sound-alike traps.

14. (A) A choice question needs one of the options: courier. 'Yes' does not answer an 'A or B' question.

15. (B) The speaker explains that they cannot come because of a client visit. 'Train' sounds like 'training'.

16. (C) The response confirms the closure and adds that it is only until Wednesday. 'Closed' in the last choice is a repeated-word trap.

17. (C) 'Which supplier' needs a company name: Brightline Interiors. 'Yes' cannot answer a 'which' question.

18. (A) This is a request, and 'Sure, I have a few minutes after lunch' agrees to it. 'Schedule' and 'show' are repeated-word traps.

19. (A) The speaker reacts to the news with a sensible plan: taking the bus instead of driving.

20. (C) 'What time' needs a time or frequency: every half hour. The last choice gives a price.

21. (A) 'How did it go?' asks about the result: the clients were impressed. 'By train' answers 'how did you travel'.

22. (B) 'Why don't we...?' is a suggestion, not a request for a reason. 'Good idea' accepts it.

23. (C) An indirect answer: no decision has been made yet; the board decides on Friday.

24. (C) A 'where' question needs a place: the company intranet.

25. (A) 'Who' needs a person or department: the maintenance office. The other choices only repeat the topic.

26. (A) The response helps by suggesting where the keys might be. 'Key point' uses 'key' with a different meaning.

27. (B) The response gives neither March nor April, but explains that the opening has moved to June. 'Yes' does not fit a choice question.

28. (B) 'It's being unloaded right now' shows that the shipment has arrived.

29. (C) A 'when' question needs a time: next Friday.

30. (B) A 'why' question needs a reason: it is being repaired. 'Service' is a repeated-word trap.

31. (A) The speaker makes a suggestion, and 'Good idea. I'll print a copy' agrees with it.

Listening · Part 3: Conversations

32. (A) He says two more engineers will attend and asks if any rooms are left, then asks to add them to the group booking.

33. (B) She says, 'they don't have a sea view.'

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34. (D) She says, 'I'll just need the names of the two guests.'
35. (A) He is printing handouts for his 'two o'clock presentation' for clients.
36. (D) She says the printer 'has been jammed since this morning.'
37. (B) She suggests the printer in the marketing department on the third floor.
38. (A) They are choosing a venue for the company's twentieth anniversary dinner.
39. (B) Tom says the company has about 350 employees, but the hall holds only 300 guests.
40. (A) The woman asks Ahmed to contact the Riverside Pavilion and ask whether it is available on September 12.
41. (C) The man picked up business cards 'from your shop', and she offers to reprint them.
42. (C) He says his colleague's name 'is spelled wrong'.
43. (C) She offers to deliver the reprinted cards to his office tomorrow.
44. (A) They are reviewing applications and planning interviews for a sales assistant.
45. (D) He means he cannot do interviews next week, so the woman moves them to this Thursday and Friday.
46. (D) He says, 'I'll finish reviewing the rest of the applications by tomorrow.' The woman will book the room.
47. (A) They discuss a canceled flight and restaurants 'in the terminal'.
48. (C) He will fly to Munich and take a connecting flight to Frankfurt.
49. (C) She gives him 'a voucher you can use for dinner'.
50. (B) The second floor will be closed for renovation 'starting on the fifteenth'.
51. (C) He says, 'The training room is usually noisy.'
52. (B) She reminds him to 'fill out the remote work form by Friday'.
53. (C) They talk about the store opening, a fruit display and a special price on strawberries.
54. (C) Helen says the driver is 'stuck in traffic on the highway'.
55. (A) Grace offers to put out the boxes from the storeroom. Helen is asked to make the sign.
56. (C) Paul reports a problem with equipment, and she gives troubleshooting advice and knows about the new system.
57. (A) He means the system has failed repeatedly, which is why he is annoyed.
58. (C) Paul asks her to update the booking calendar, and she says she will do it right away.
59. (C) He likes that it is 'a five-minute walk from the subway'.
60. (B) She says, 'electricity is billed separately'. Cleaning and security are included.
61. (B) He wants to show the space to his business partner on Thursday.
62. (A) He orders lunch 'for a training session at our office'.
63. (B) He chooses the hot pasta tray, which costs $95, and does not add the fruit platter.
64. (A) He says, 'Our budget is a little tight.'
65. (A) His manager 'moved our team meeting to the same time'.
66. (A) He will take the customer service workshop, which starts at 2:30.
67. (D) She says, 'The speaker gave everyone a handbook.'
68. (A) He says, 'I'm ordering some ink cartridges for our printers.'
69. (B) The woman recommends express service and he agrees. Express costs $25.
70. (A) Buying five boxes gives a sixth box free, which is a promotion.

Listening · Part 4: Talks

71. (D) The office 'is closed today for the national holiday'.
72. (D) The office 'will stay open until eight p.m. on weekdays' during that period.
73. (D) Listeners should 'visit our website and use the online booking form'. Pressing two is for urgent messages.
74. (B) The delay is 'because of a routine mechanical inspection of the aircraft'.
75. (B) The flight 'will now depart from gate twenty-two instead of gate fourteen'.
76. (D) They can get 'a free drink and a snack' at the café.
77. (A) He describes a new app for expense reports.
78. (C) Reimbursement time will drop 'from three weeks to about five days'. Photos of receipts are still required.
79. (D) He says, 'Please install the app on your phone before the session.'
80. (D) VeloSpark is described as 'the electric bicycle maker'.
81. (B) Residents worry the factory 'will bring more truck traffic to Route Nine'.

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82. (B) VeloSpark 'will build a new access road to the industrial park'.
83. (A) She says, 'I'll be your guide this morning.'
84. (C) The machines there 'use a new design that we're still developing'.
85. (B) Each person 'will receive a free box of our newest product'.
86. (D) Monica comments on the slides Daniel sent and asks for a change.
87. (B) She is emphasizing that the out-of-date figures must be updated before Friday.
88. (D) She says, 'I've reserved the large conference room on the sixth floor.'
89. (C) It is 'the annual Redwood Hotels staff awards'.
90. (A) She 'created a training program for new front-desk staff'.
91. (D) 'After Aiko's speech, dinner will be served in the Garden Room.' Hers was the final award.
92. (B) She discusses 'sales of our new SmartBrew coffee makers'.
93. (C) She talks about the store with the second-highest sales. On the chart, that is Westfield (380 units).
94. (D) 'Next week, I'll send each of you a short guide.'
95. (C) Laura Chen's 'train has been delayed'.
96. (B) Her keynote moves to the panel's original time, which was 11:00.
97. (B) Listeners can 'use it to submit questions for the panelists'.
98. (C) It is 'your first day at Norland Insurance' and an orientation.
99. (C) Badges come from the floor directly above Accounting (Floor 2). Floor 3 is IT Support.
100. (D) 'Lunch today is provided by the company.'

Reading · Part 5: Incomplete Sentences

101. (C) A possessive adjective is needed before the noun 'reports': their reports.
102. (C) 'Before entering' gives the logical order: sign in first, then enter.
103. (D) 'Postponed until next month' means moved to a later date.
104. (B) An adjective is needed after 'the most' and before the noun 'candidate'.
105. (A) 'If' introduces the condition: contact the help desk in case of trouble.
106. (A) An adverb is needed to describe the verb 'worked'.
107. (A) The present perfect needs 'has' + past participle: has exceeded.
108. (C) A noun is needed after 'years of'.
109. (D) An adverb ('exclusively' = only) modifies 'reserved for visitors'.
110. (D) 'Neither' is always paired with 'nor'.
111. (B) The passive infinitive 'to be completed' is needed: the work will be finished by someone.
112. (B) 'At no additional charge' is a fixed expression meaning free of extra cost.
113. (C) 'Once' is a conjunction meaning 'as soon as'. 'Despite' and 'during' must be followed by a noun, not a clause.
114. (D) 'Be responsible for' is the correct adjective + preposition pattern.
115. (D) 'By e-mail' describes the method of sending.
116. (B) People are 'satisfied with' something; '-ed' adjectives describe feelings.
117. (C) With the present perfect, 'since' introduces the starting point of a period.
118. (B) 'Minimize paper use' (reduce it as much as possible) matches the goal of reducing costs.
119. (A) An adjective is needed before the noun 'presentation'.
120. (D) With three options, the superlative 'the least' is used.
121. (D) The passive 'are required to' means the company requires them to do it.
122. (A) 'Depending on' is a fixed expression meaning 'according to'.
123. (B) 'Discuss' takes a direct object; 'talk', 'speak' and 'respond' need a preposition.
124. (C) 'Around the clock' means 24 hours a day.
125. (D) 'As' gives the reason (= because) you should keep the receipt.
126. (A) A noun is needed after the possessive 'candidate's'.
127. (A) 'Neither of the two' (= not one and not the other) explains why a replacement was ordered, and it takes a singular verb.
128. (D) An adverb is needed to describe the verb 'track'.
129. (A) 'Who' is the subject relative pronoun for a person.

130. (C) 'A record number' means the highest number ever.

Reading · Part 6: Text Completion

131. (C) 'Due to' (= because of) gives the reason the elevators will be out of service.

132. (C) 'Who' is the subject relative pronoun referring to 'employees'.

133. (B) This sentence follows logically from the advice about using the west wing elevators. The other sentences are unrelated.

134. (A) A noun is needed after 'any': any inconvenience.

135. (A) After 'is', the present continuous 'is offering' describes a planned arrangement.

136. (B) The session is led by someone, so the passive 'will be led by' is correct.

137. (A) The sentence continues the description of the sessions. The other choices are not about the workshops.

138. (C) An adverb modifies the verb 'recommended': strongly recommended.

139. (D) Cups made from plant fiber that reduce waste are 'compostable' (they break down naturally).

140. (D) 'However' shows contrast: the cups cost more, but prices will not rise.

141. (A) 'Instead' links to 'will not raise its prices' and explains how the company will pay the extra cost.

142. (B) 'Is also introducing' (present continuous) describes a planned action.

143. (B) 'Previously' (= before now) contrasts the old paper forms with the new system.

144. (C) The sentence gives practical information about the training session.

145. (D) 'Notify me' (= tell me) fits: people who cannot attend should tell the manager.

146. (B) An adverb modifies 'respond': respond more quickly.

Reading · Part 7: Reading Comprehension

147. (C) The entrance will be closed 'while the front steps are being repaired'.

148. (B) Visitors sign in 'at the temporary security desk located just inside the Pine Avenue entrance'.

149. (C) The projector cable 'doesn't fit their laptop'.

150. (A) She is thanking him warmly for offering to bring the adapter.

151. (B) Sparrow Coworking 'offers flexible workspace' with shared desks and private offices.

152. (D) New members who join before August 31 'receive their first week free'.

153. (A) Delivery is free on orders over $1,500, and the subtotal is $1,740.

154. (D) Items may be returned 'if they are unused and in their original packaging' within 14 days.

155. (B) He writes, 'your suitcase has been located'.

156. (A) 'Please send copies of your receipts to this e-mail address.'

157. (B) 'It' refers to the suitcase now at the baggage office, so the sentence fits at [2], right after its location is given.

158. (C) The memo announces 'a new employee wellness program'.

159. (B) 'Part-time employees may join at a 50 percent discount.'

160. (B) Classes are 'every Wednesday from 12:15 to 12:45 P.M.' during the lunch break.

161. (D) It lists an upcoming author talk at Taverner Books.

162. (A) She 'spent fifteen years reporting on global markets' before becoming a full-time writer.

163. (D) 'To reserve a seat, call 555-0148.'

164. (D) They discuss the venue, equipment and speaker for a sales conference.

165. (D) He writes, 'We could bring our own projectors from the office.'

166. (B) She means she is handling the booking of the keynote speaker; she has a call with the agent later.

167. (C) Tomás wants to 'send out the invitations next week'.

168. (A) Greenway Grocers will expand home delivery to all 22 stores.

169. (D) They planned for 300 orders a week but received more than a thousand.

170. (D) The company chose them 'to lower its fuel costs' and help the environment.

171. (C) 'These positions' refers to the 150 delivery drivers mentioned just before [3].

172. (A) 'This letter confirms the arrangements we discussed.'

173. (C) The Seaside Ballroom 'has been reserved for your meetings on June 21'.

174. (B) A deposit of 25 percent is required by May 1.

175. (B) 'To secure the booking' means to make it certain, or guarantee it.

176. (D) The ad says the agency manages campaigns 'for our clients in the food and travel industries'.

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177. (A) Training staff is not listed. The other three are listed responsibilities.

178. (B) The ad says video editing experience 'is a plus', and he completed a video production course and makes videos.

179. (B) 'My background in the travel industry' means his work experience there.

180. (B) Interviews are in the last week of July, and he is on a business trip from July 24 to 28.

181. (D) The confirmation shows a 10% member discount.

182. (D) Her e-mail is dated February 13 and says 'I received my order yesterday'.

183. (C) The lamps are white, not black as she ordered.

184. (A) She is 'hosting clients in our office on February 20'.

185. (A) Five keyboards cost $225.00, so one costs $45.

186. (C) It runs from September 18 to 19.

187. (C) Six people qualify for the group rate of $270. Ms. Park registered on August 20, after the early-registration deadline, so there is no $30 discount.

188. (A) The company is 'planning to redesign our main store next year'.

189. (C) It was moved to a larger room 'because of high demand'.

190. (A) He says to mention the code RIS27 to get 15 percent off at the hotel.

191. (A) It explains the move to Harbor Tower and what staff must do.

192. (C) Staff must pack 'by Wednesday, May 21'.

193. (D) He works in payroll, and the directory puts Accounting and Payroll on Floor 9.

194. (B) There were only 30 boxes for 42 employees. The boxes arrived on Monday as planned.

195. (C) Parking is limited and assigned by lottery, so some applicants will not receive a space.

196. (C) 'All models include free installation.'

197. (D) She needed hot and sparkling water for about 50 people and chose the cheapest model offering both: the AP-300.

198. (A) A technician was supposed to visit on October 6, 'but nobody came'.

199. (C) The appointment 'was entered incorrectly in our system'.

200. (B) 'One year of free filter replacement service.'

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Practice Test 1 · Listening scripts

Accents used in the recordings: American, British, Canadian and Australian English.

Part 1: Photographs

Directions: Part One. Directions. For each question in this part, you will look at a picture and hear four statements about it. The statements are spoken only once and are not printed. Choose the statement that best describes what you see in the picture, and mark your answer.

Question 1 (American English)

(A) She's closing a window.

(B) She's typing on a laptop.

(C) She's watering a plant.

(D) She's drinking from a mug.

Question 2 (British English)

(A) A man is pointing at a chart.

(B) Some people are leaving the room.

(C) Some chairs are being stacked.

(D) A man is erasing a whiteboard.

Question 3 (Canadian English)

(A) A truck is being loaded with boxes.

(B) A worker is lifting a box.

(C) Boxes have been stacked on some shelves.

(D) Some shelves are being assembled.

Question 4 (Australian English)

(A) A man is standing on a ladder.

(B) A ladder is being carried up some stairs.

(C) A man is painting a wall.

(D) A man is putting on a helmet.

Question 5 (British English)

(A) A meeting is taking place.

(B) A projector is being installed.

(C) Some documents are scattered on the floor.

(D) Some chairs have been arranged around a table.

Question 6 (American English)

(A) A woman is reading a menu.

(B) A woman is wiping a counter.

(C) Some cups are being washed in a sink.

(D) A woman is pouring a drink.

Part 2: Question-Response

Directions: Part Two. Directions. You will hear a question or a statement and three responses. They are spoken only once and are not printed. Choose the best response to the question or statement, and mark your answer.

Question 7 (American / British English)

Where is the staff meeting being held this afternoon?

(A) Yes, I met him yesterday.

(B) In conference room B.

(C) At three o'clock.

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Question 8 (British / Canadian English)

When will the new printer be delivered?

(A) Sometime on Thursday morning.

(B) Next to the copy machine.

(C) I printed two copies.

Question 9 (Australian / American English)

Who's in charge of the Henderson account now?

(A) The account number is on the invoice.

(B) Ms. Patel took it over last month.

(C) We charge a small fee.

Question 10 (Canadian / British English)

Why was the flight to Toronto delayed?

(A) There was a storm over the airport.

(B) I'd prefer a window seat.

(C) For about two hours.

Question 11 (American / Australian English)

How many people have registered for the workshop?

(A) In the main hall.

(B) It was very useful.

(C) Just over forty so far.

Question 12 (British / American English)

Would you like me to book a table for the client lunch?

(A) The lunch was delicious.

(B) Thanks, that would be really helpful.

(C) She's reading a book.

Question 13 (Canadian / American English)

Have you finished the quarterly sales report?

(A) Yes, the sale ends on Friday.

(B) It's a quarter past ten.

(C) I'm still waiting for the figures from Kevin.

Question 14 (American / British English)

Should we send the brochures by courier or by regular mail?

(A) Courier would be faster.

(B) Yes, please send them.

(C) A very colorful design.

Question 15 (Australian / Canadian English)

You're coming to the training session tomorrow, aren't you?

(A) The train leaves at nine.

(B) I have to visit a client, unfortunately.

(C) It's in the session room.

Question 16 (British / American English)

Isn't the cafeteria closed for renovations this week?

(A) I'd like a sandwich, please.

(B) She closed the file.

(C) Only until Wednesday.

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Question 17 (American / Australian English)

Which supplier did you choose for the office furniture?

(A) The desks are on the second floor.

(B) Yes, I chose it.

(C) We went with Brightline Interiors.

Question 18 (Canadian / British English)

Could you show me how to use the new scheduling software?

(A) Sure, I have a few minutes after lunch.

(B) It's a new schedule.

(C) The show starts at eight.

Question 19 (British / American English)

The parking garage will be closed on Saturday.

(A) Then I'll take the bus.

(B) He parked near the entrance.

(C) No, it opened last year.

Question 20 (American / Canadian English)

What time does the shuttle to the convention center leave?

(A) About ten dollars each way.

(B) It's a very large center.

(C) Every half hour from the hotel lobby.

Question 21 (Australian / American English)

How did the product demonstration go?

(A) The clients seemed very impressed.

(B) Go straight ahead at the lights.

(C) By train.

Question 22 (American / British English)

Why don't we ask Ms. Romero to lead the project?

(A) She led us to the lobby.

(B) Good idea. She has plenty of experience.

(C) Because it was late.

Question 23 (Canadian / Australian English)

Do you know if the budget proposal was approved?

(A) No, I don't have a pen.

(B) I'd prefer the budget hotel.

(C) The board will decide on Friday.

Question 24 (British / American English)

Where can I find the forms for travel reimbursement?

(A) Yes, by next Monday.

(B) I found it very useful.

(C) They're on the company intranet.

Question 25 (American / Australian English)

Who should I call about the broken air conditioner?

(A) The maintenance office, at extension 214.

(B) It's quite cold today.

(C) The air conditioner is brand new.

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Question 26 (Australian / British English)

I can't find the keys to the supply cabinet.

(A) Did you check the top drawer at reception?

(B) Paper and toner cartridges.

(C) Yes, it's a key point.

Question 27 (British / Canadian English)

Will the new branch open in March or April?

(A) Yes, it will.

(B) It's been postponed until June.

(C) The branch manager is Mr. Cho.

Question 28 (American / British English)

Has the shipment from Singapore arrived yet?

(A) No, I haven't been there.

(B) It's being unloaded right now.

(C) Ship it to Singapore.

Question 29 (Canadian / American English)

When is the deadline for the design proposal?

(A) In the design department.

(B) Yes, I proposed it.

(C) The client extended it to next Friday.

Question 30 (American / Australian English)

Why is the elevator out of service?

(A) The service was excellent.

(B) A technician is repairing it.

(C) On the fifth floor.

Question 31 (British / American English)

Let's review the contract once more before we sign it.

(A) Good idea. I'll print a copy.

(B) He signed up for the course.

(C) A two-year contract.

Part 3: Conversations

Directions: Part Three. Directions. You will hear conversations between two or more people. After each conversation, answer three questions about what the speakers say. Choose the best answer to each question. The questions and answer choices are printed, and the conversations are spoken only once.

Questions 32–34 (American / British English)

Narrator: Questions 32 through 34 refer to the following conversation.

Woman: Good morning, Harbor View Hotel. This is Lisa speaking. How can I help you?

Man: Hi, I'm calling from Draycott Engineering. We booked six rooms for the trade fair next week, but two more of our engineers have decided to attend. Do you have any rooms left for those nights?

Woman: Let me check. The fair has made us very busy, but we still have two standard rooms available. I should mention that they don't have a sea view.

Man: That's fine. They'll be at the exhibition hall most of the time anyway. Could you add them to our group booking so we get the same corporate rate?

Woman: Certainly. I'll just need the names of the two guests, and then I'll e-mail you an updated confirmation within the hour.

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Questions 35–37 (Canadian / Australian English)

Narrator: Questions 35 through 37 refer to the following conversation.

Man: Jenna, is the printer on this floor working? I've been trying to print the handouts for my two o'clock presentation, but nothing's coming out.

Woman: It's been jammed since this morning. I reported it to the IT desk, but they said a technician can't come until tomorrow.

Man: Oh no. I need thirty copies, and the clients from Larkfield are arriving in an hour.

Woman: You could use the printer in the marketing department on the third floor. Just ask Daniel at the front desk there for the access code.

Man: Thanks. I'll e-mail the file to myself and go up there now.

Questions 38–40 (American / British English)

Narrator: Questions 38 through 40 refer to the following conversation with three speakers.

Woman: Thanks for joining me, Ahmed and Tom. As you know, the company's twentieth anniversary is in September, and we need to choose a venue for the celebration dinner.

Man 1 (Ahmed): I visited the Grandview Hall on Monday. It holds up to three hundred guests, and they offer a catering package.

Man 2 (Tom): That sounds good, but we have around three hundred and fifty employees, and some of them will bring a guest.

Woman: Right, so that's too small. Tom, didn't you mention the Riverside Pavilion?

Man 2 (Tom): Yes. It's much bigger, and it's close to the train station, which would be convenient for staff from the regional offices.

Woman: Great. Ahmed, could you contact them today and ask whether they're available on September twelfth?

Man 1 (Ahmed): Sure. I'll call them this afternoon.

Questions 41–43 (American / British English)

Narrator: Questions 41 through 43 refer to the following conversation.

Man: Hello, this is Kevin Ortiz from Pinecrest Realty. I picked up our new business cards from your shop this morning, but my colleague's name is spelled wrong on all of hers.

Woman: I'm very sorry about that, Mr. Ortiz. Could you tell me the order number?

Man: It's four, eight, one, seven. Her name is Sofia Marchetti, with two Ts, but the cards only have one.

Woman: I see the mistake. We'll reprint them at no charge, of course. And since it was our error, we can deliver them to your office tomorrow, so you won't need to come back in.

Man: That would be great. We're in the Danforth Building on Elm Street.

Questions 44–46 (American / Australian English)

Narrator: Questions 44 through 46 refer to the following conversation.

Woman: Marcus, have you looked at the applications for the sales assistant position yet?

Man: I've gone through about half of them. There are some strong candidates, especially a woman who managed a clothing store for five years.

Woman: That's great. We should try to hold interviews before the end of the month. Ms. Kim wants the new person to start in time for the holiday season.

Man: Well, I'm at the regional meeting all of next week.

Woman: Hmm, then let's set up the first interviews for this Thursday and Friday. I'll book the small meeting room.

Man: Perfect. I'll finish reviewing the rest of the applications by tomorrow.

Questions 47–49 (British / Canadian English)

Narrator: Questions 47 through 49 refer to the following conversation.

Man: Excuse me. My flight to Frankfurt has just been canceled, and I have a meeting there tomorrow morning. Is there another flight tonight?

Woman: Let me see. All of our direct flights tonight are full, but there's a flight to Munich leaving at nine fifteen. From there, you could take a connecting flight that arrives in Frankfurt at seven a.m.

Man: Seven a.m. My meeting is at ten, so that should work. Will I have to pay anything extra?

Woman: No. Because the cancellation was our fault, the change is free. And here's a voucher you can use for dinner at any restaurant in the terminal.

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Questions 50–52 (Australian / American English)

Narrator: Questions 50 through 52 refer to the following conversation.

Woman: Raj, did you see the e-mail about the office renovation? The second floor will be closed for three weeks, starting on the fifteenth.

Man: Yes. I was wondering where our team is going to work during that time.

Woman: The e-mail said we can either work from home or use the desks in the training room on the fourth floor.

Man: I think I'll work from home. The training room is usually noisy, and my internet connection at home is quite fast.

Woman: OK. Just remember to fill out the remote work form by Friday, so the IT department can set up your access to the company network.

Questions 53–55 (Canadian / British / American English)

Narrator: Questions 53 through 55 refer to the following conversation with three speakers.

Man: Good morning, Helen, Grace. Before the store opens, I wanted to check on the fruit delivery. Has it arrived?

Woman 1 (Helen): Not yet. The driver called and said he's stuck in traffic on the highway. He expects to be about an hour late.

Man: That's a problem. We're advertising a special price on strawberries this weekend, and the display is still empty.

Woman 2 (Grace): We still have about twenty boxes in the storeroom from Tuesday's delivery. I could put those out now.

Man: Good idea, Grace. Please do that. Helen, could you put a sign near the entrance saying more fresh fruit will be available by ten?

Woman 1 (Helen): No problem.

Questions 56–58 (Canadian / American English)

Narrator: Questions 56 through 58 refer to the following conversation.

Man: Hi, this is Paul in accounting. The video conferencing system in Meeting Room 2 isn't working again. The screen is on, but there's no sound.

Woman: Sorry about that. Did you try restarting the speaker unit?

Man: Yes, twice. Honestly, that's the third time this month.

Woman: I understand. We've actually ordered a new system for that room, but it won't be installed until next month. In the meantime, Meeting Room 5 has the same equipment, and it's free all afternoon.

Man: OK, I'll move my call there. Could you update the booking calendar so the people joining know about the change?

Woman: Of course. I'll do it right away.

Questions 59–61 (Canadian / British English)

Narrator: Questions 59 through 61 refer to the following conversation.

Woman: So, this is the office space I mentioned on the phone. It's about two hundred square meters, and as you can see, there's a lot of natural light.

Man: It's very nice. What I like most is that it's only a five-minute walk from the subway. Many of our staff commute by train.

Woman: Yes, the location is excellent. The monthly rent includes cleaning and building security, but electricity is billed separately.

Man: I see. And is there any parking for visitors?

Woman: There are four visitor spaces in the garage under the building. You can reserve them through the front desk.

Man: Great. I'd like to show the space to my business partner before we decide. Could we come back on Thursday?

Questions 62–64 (American / Australian English)

Narrator: Questions 62 through 64 refer to the following conversation and price list.

Man: Hi, I'd like to order lunch for a training session at our office on Wednesday. There'll be about ten people.

Woman: Sure. Have you had a chance to look at our platter menu?

Man: Yes. I was going to order the sandwich platter, but a few of the participants are vegetarian, so I'll get the hot pasta tray instead. Your website says it's vegetarian.

Woman: That's right, it is. Would you like anything else? A lot of customers add a fruit platter.

Man: Not this time, thanks. Our budget is a little tight. Oh, and could you deliver it by eleven thirty? The session breaks for lunch at noon.

Woman: Of course.

Questions 65–67 (British / Canadian English)

Narrator: Questions 65 through 67 refer to the following conversation and schedule.

Woman: Jacob, are you going to any of the workshops on Wednesday?

Man: I signed up for the one on negotiation skills, but my manager just moved our team meeting to the same time.

Woman: Oh, that's too bad. Could you go to a different one?

Man: I think I'll take the customer service workshop instead. I talk to clients on the phone all day, so it would be useful.

Woman: Good choice. I went to that one last year. The speaker gave everyone a handbook with lots of practical tips.

Man: I'll e-mail the training coordinator now to change my registration.

Questions 68–70 (Canadian / American English)

Narrator: Questions 68 through 70 refer to the following conversation and table.

Woman: Thank you for calling Ridgeway Office Supplies. How can I help you?

Man: Hi. I'm ordering some ink cartridges for our printers on your website, and I'd like to check the delivery options before I pay.

Woman: Of course. Where will they be delivered?

Man: To our office in Portland. We're nearly out of ink, so we need them by Thursday at the latest. Today's Monday.

Woman: Then I'd recommend our express service. It usually takes two to three business days.

Man: That's fine. I also noticed that you have a promotion on printer paper this month.

Woman: Yes. If you buy five boxes, you get a sixth box free.

Man: Great. I'll add that to my order.

Part 4: Talks

Directions: Part Four. Directions. You will hear talks given by a single speaker. After each talk, answer three questions about what the speaker says. Choose the best answer to each question. The questions and answer choices are printed, and the talks are spoken only once.

Questions 71–73 (American English)

Narrator: Questions 71 through 73 refer to the following recorded message.

Speaker: Thank you for calling Kingsley and Brooks Accounting. Our office is closed today for the national holiday and will reopen tomorrow, Tuesday, at eight thirty a.m. If you are calling about the tax filing deadline at the end of this month, please note that we are now offering extended hours. From the twentieth to the thirtieth, our office will stay open until eight p.m. on weekdays. To make an appointment, please visit our website and use the online booking form. If your matter is urgent, press two to leave a message for one of our accountants, and we will call you back as soon as possible.

Questions 74–76 (British English)

Narrator: Questions 74 through 76 refer to the following announcement.

Speaker: Attention, please. This is an announcement for passengers on Skyward Airlines flight two eight six to Vancouver. Because of a routine mechanical inspection of the aircraft, departure has been delayed by approximately forty-five minutes. Boarding will now begin at three twenty. Please also note that the flight will now depart from gate twenty-two instead of gate fourteen. We apologize for the inconvenience. As a thank-you for your patience, passengers on this flight can receive a free drink and a snack at the Cloud Nine Café next to gate twenty-two. Simply show your boarding pass at the counter.

Questions 77–79 (American English)

Narrator: Questions 77 through 79 refer to the following excerpt from a meeting.

Speaker: Before we finish, I have an update about expense reports. Starting next month, we're switching to a new mobile app called ExpensePro. Instead of filling out paper forms and attaching receipts, you'll simply take a photo of each receipt with your phone, and the app will fill in most of the information automatically. This should cut the time it takes to get reimbursed from three weeks to about five days. The finance team will hold a short training session on the app next Tuesday at ten o'clock in this room. If you can't make it, a recording will be posted on the intranet afterward. Please install the app on your phone before the session, so we can get started right away.

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Questions 80–82 (Canadian English)

Narrator: Questions 80 through 82 refer to the following news report.

Speaker: In business news, the electric bicycle maker VeloSpark announced today that it will open a new factory in the Eastfield Industrial Park next spring. The company currently produces about ten thousand bicycles a year at its plant in Hamilton, and it says the new factory will more than triple its production. The project is expected to create around four hundred jobs, and recruitment will begin this summer. At a press conference this morning, Mayor Denise Fowler called the plan great news for the region. However, some local residents are worried that the factory will bring more truck traffic to Route Nine. VeloSpark says it will build a new access road to the industrial park to solve this problem. Stay with us. The weekend weather forecast is coming up after the break.

Questions 83–85 (Australian English)

Narrator: Questions 83 through 85 refer to the following talk.

Speaker: Welcome to the Golden Grove Chocolate factory, everyone. My name is Olivia, and I'll be your guide this morning. The tour will last about an hour. We'll begin in the roasting room, where the cocoa beans are prepared, and then we'll move on to the packaging area. Please stay with the group at all times, and keep your safety glasses on while we're inside the production areas. You're welcome to take photos anywhere except the packaging area, because the machines there use a new design that we're still developing. At the end of the tour, each of you will receive a free box of our newest product, a dark chocolate bar with sea salt. All right, let's get started.

Questions 86–88 (American English)

Narrator: Questions 86 through 88 refer to the following telephone message.

Speaker: Hi, Daniel, it's Monica. I'm calling about our presentation for Hartwell Foods on Friday. I've just read through the slides you sent, and overall they look great. The section on our delivery network is especially clear. But the sales figures on slide twelve are from last year. Hartwell's team will definitely notice that. Could you update them with this year's numbers? You can get the latest data from Sung-min in the finance department. Also, I've reserved the large conference room on the sixth floor, so there'll be enough space for their whole team. Give me a call back when you get a chance. Thanks.

Questions 89–91 (British English)

Narrator: Questions 89 through 91 refer to the following speech.

Speaker: Good evening, and thank you all for coming to the annual Redwood Hotels staff awards. Our final award tonight, Employee of the Year, goes to someone who has worked at our Lakeside hotel for eight years. She started as a receptionist and is now our guest services manager. Last year, she created a training program for new front-desk staff, and it has since been adopted by all twelve of our hotels. Since then, guest satisfaction scores at Lakeside have risen by fifteen percent. Please join me in congratulating Ms. Aiko Tanaka. Aiko, please come up to the stage. After Aiko's speech, dinner will be served in the Garden Room.

Questions 92–94 (Canadian English)

Narrator: Questions 92 through 94 refer to the following excerpt from a meeting and chart.

Speaker: Thanks for coming, everyone. Let's look at last quarter's sales of our new SmartBrew coffee makers. As you can see on this chart, the Downtown store sold the most, which isn't surprising, since it's our largest location. But I'd like to talk about the store with the second-highest sales. That store is only half the size of Downtown, yet it sold almost as many units. The manager there started offering free in-store demonstrations every Saturday, and I think we should do the same at all of our locations. Next week, I'll send each of you a short guide on how to organize a demonstration, and I'd like to hear your feedback by the end of the month.

Questions 95–97 (Australian English)

Narrator: Questions 95 through 97 refer to the following announcement and program.

Speaker: Good morning, and welcome to the Riverside Business Forum. Before we begin, I have an announcement about today's program. Unfortunately, our keynote speaker, Laura Chen, is coming by train, and her train has been delayed. She won't arrive until about ten thirty. So we're going to switch two sessions. The panel discussion on digital marketing will now take place right after the opening remarks, and Ms. Chen's keynote will move to the panel's original time. Lunch will still be served in the main hall as planned. Also, remember that the forum's mobile app has a map of all the rooms, and you can use it to submit questions for the panelists.

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Questions 98–100 (British English)

Narrator: Questions 98 through 100 refer to the following talk and directory.

Speaker: Good morning, and welcome to your first day at Norland Insurance. I'm Rachel from human resources, and I'll be leading your orientation today. This morning, we'll stay here in the training room, where you'll watch a short video about the company's history and complete some paperwork. After lunch, you'll meet your team leaders. Now, your photo ID badges are being printed this morning. You'll need them to enter the building starting tomorrow, so please pick them up before you leave today. Badges are issued by the department on the floor directly above Accounting. Finally, lunch today is provided by the company in the staff cafeteria.

Practice Test 2

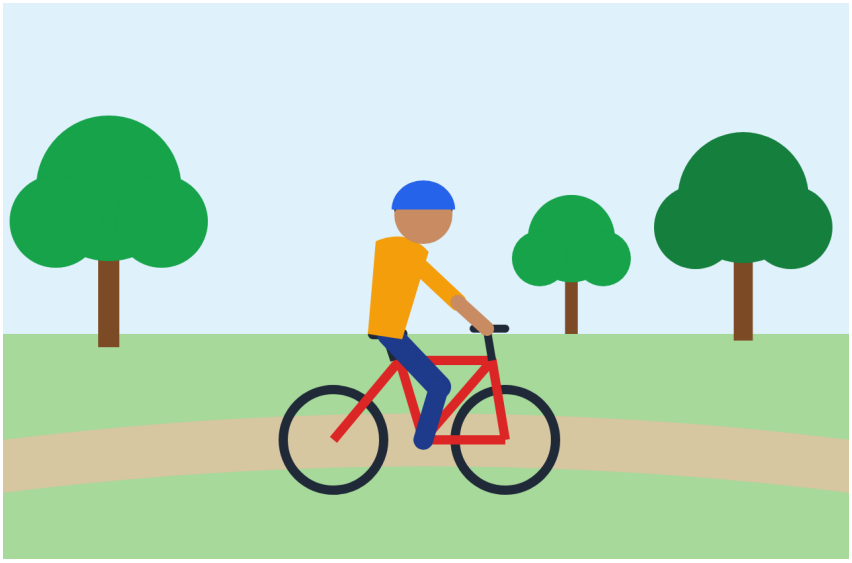
Listening Test

In the Listening test, you will show how well you understand spoken English. There are four parts. The whole section takes about 45 minutes, and you will hear each recording one time only.

Part 1: Photographs

Directions: Part One. Directions. For each question in this part, you will look at a picture and hear four statements about it. The statements are spoken only once and are not printed. Choose the statement that best describes what you see in the picture, and mark your answer.

1.



Mark your answer: (A) (B) (C) (D)

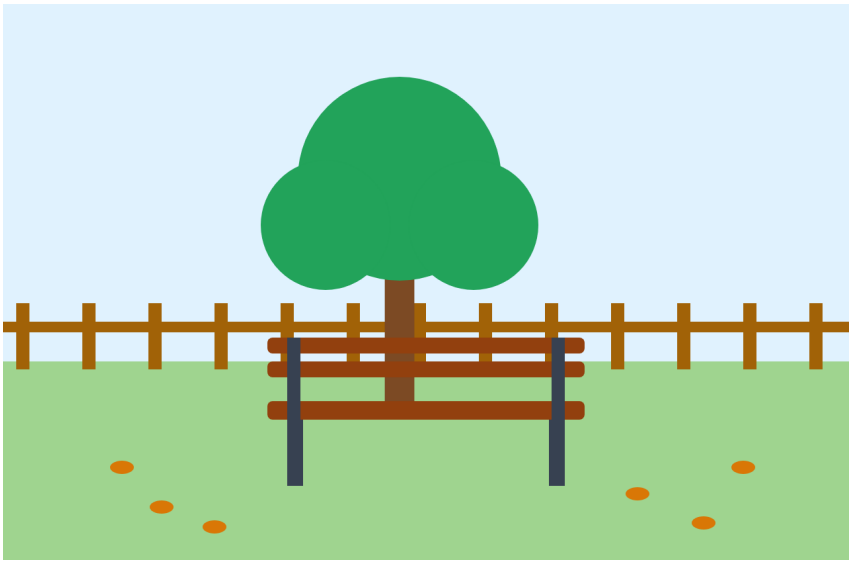
2.



Mark your answer: (A) (B) (C) (D)

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3.



Mark your answer: (A) (B) (C) (D)

4.



Mark your answer: (A) (B) (C) (D)

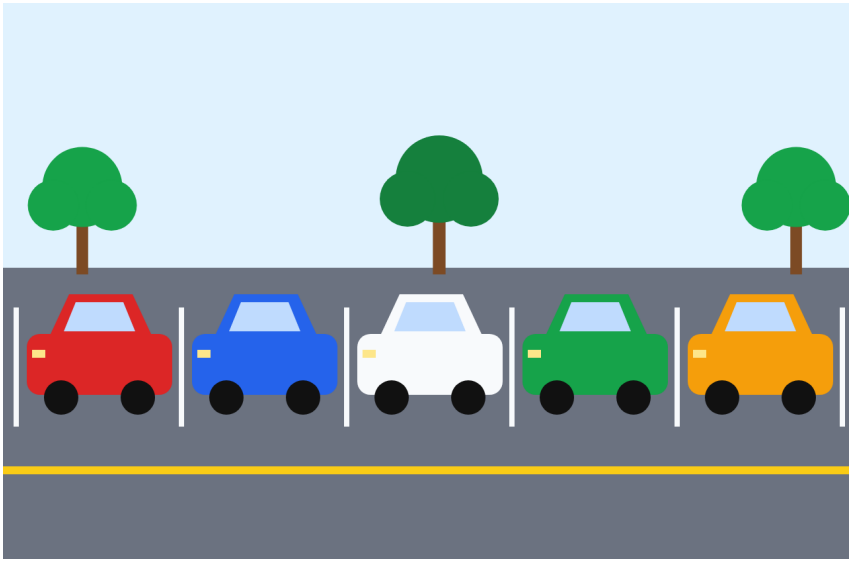
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5.



Mark your answer: (A) (B) (C) (D)

6.



Mark your answer: (A) (B) (C) (D)

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Part 2: Question-Response

Directions: Part Two. Directions. You will hear a question or a statement and three responses. They are spoken only once and are not printed. Choose the best response to the question or statement, and mark your answer.

7. Mark your answer on your answer sheet.	(A) (B) (C)
8. Mark your answer on your answer sheet.	(A) (B) (C)
9. Mark your answer on your answer sheet.	(A) (B) (C)
10. Mark your answer on your answer sheet.	(A) (B) (C)
11. Mark your answer on your answer sheet.	(A) (B) (C)
12. Mark your answer on your answer sheet.	(A) (B) (C)
13. Mark your answer on your answer sheet.	(A) (B) (C)
14. Mark your answer on your answer sheet.	(A) (B) (C)
15. Mark your answer on your answer sheet.	(A) (B) (C)
16. Mark your answer on your answer sheet.	(A) (B) (C)
17. Mark your answer on your answer sheet.	(A) (B) (C)
18. Mark your answer on your answer sheet.	(A) (B) (C)
19. Mark your answer on your answer sheet.	(A) (B) (C)
20. Mark your answer on your answer sheet.	(A) (B) (C)
21. Mark your answer on your answer sheet.	(A) (B) (C)
22. Mark your answer on your answer sheet.	(A) (B) (C)
23. Mark your answer on your answer sheet.	(A) (B) (C)
24. Mark your answer on your answer sheet.	(A) (B) (C)
25. Mark your answer on your answer sheet.	(A) (B) (C)
26. Mark your answer on your answer sheet.	(A) (B) (C)
27. Mark your answer on your answer sheet.	(A) (B) (C)
28. Mark your answer on your answer sheet.	(A) (B) (C)
29. Mark your answer on your answer sheet.	(A) (B) (C)
30. Mark your answer on your answer sheet.	(A) (B) (C)
31. Mark your answer on your answer sheet.	(A) (B) (C)

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Part 3: Conversations

Directions: Part Three. Directions. You will hear conversations between two or more people. After each conversation, answer three questions about what the speakers say. Choose the best answer to each question. The questions and answer choices are printed, and the conversations are spoken only once.

Questions 32 through 34 refer to the following conversation.

32. Where does the woman most likely work?

(A) At a car rental agency
(B) At a gas station
(C) At a travel agency
(D) At a hotel

33. What does the woman offer the man?

(A) An extra day at no cost
(B) A discount on a future rental
(C) A free map of the area
(D) A larger vehicle for the same price

34. What does the woman ask the man for?

(A) His driver's license and credit card
(B) His home address
(C) A deposit in cash
(D) His flight number

Questions 35 through 37 refer to the following conversation.

35. What is the man looking for?

(A) A birthday card
(B) A travel guide
(C) A magazine
(D) A cookbook

36. What does the man say about his sister?

(A) She works at the store.
(B) She lives near the coast.
(C) Her birthday is next week.
(D) She wrote a book.

37. What does the woman ask the man for?

(A) A receipt
(B) His membership card
(C) A payment in advance
(D) His phone number

Questions 38 through 40 refer to the following conversation with three speakers.

38. Where do the speakers most likely work?

(A) At a cooking school
(B) At a fish market
(C) At a restaurant
(D) At a grocery store

39. What problem does Sam mention?

(A) A dish is not popular.
(B) A supplier has raised prices.
(C) A delivery was late.
(D) Some equipment is broken.

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40. What will Sam do this week?

(A) Print the new menu
(B) Hire a new cook
(C) Contact other suppliers
(D) Test a new recipe

Questions 41 through 43 refer to the following conversation.

41. Why is the man calling?

(A) To ask about a bill
(B) To find a new dentist
(C) To change an appointment
(D) To cancel a checkup

42. When will the man see Dr. Okoro?

(A) Tomorrow at three
(B) On Monday at nine thirty
(C) On Wednesday at four
(D) On Friday afternoon

43. What does the woman remind the man about?

(A) He should arrive early.
(B) The clinic closes at four.
(C) He must bring an ID card.
(D) The clinic has moved.

Questions 44 through 46 refer to the following conversation.

44. What are the speakers discussing?

(A) A client visit
(B) A new employee
(C) An office relocation
(D) A colleague's retirement

45. Why does the woman say, "I'm preparing for the auditors' visit this week"?

(A) To explain why she was absent
(B) To suggest a different date for the lunch
(C) To indicate that she is too busy to help
(D) To ask the man to join her

46. What does the woman say she will do?

(A) Contribute to a gift
(B) Give a speech
(C) Send invitations
(D) Book a restaurant

Questions 47 through 49 refer to the following conversation.

47. What is the man mainly interested in?

(A) Swimming
(B) Yoga
(C) Group fitness classes
(D) Personal training

48. What special offer does the woman mention?

(A) A discount for students
(B) Free classes for new members
(C) A free first month
(D) No registration fee for a one-year membership

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49. What will the man most likely do next?

(A) Sign a contract
(B) Pay a fee
(C) Attend a class
(D) Take a tour of the facility

Questions 50 through 52 refer to the following conversation.

50. What product are the speakers discussing?

(A) Food containers
(B) Coffee cups
(C) Juice bottles
(D) Shopping bags

51. According to the man, what did customers complain about?

(A) The bottles are too heavy.
(B) The bottles are difficult to open.
(C) The juice is too expensive.
(D) The labels are too colorful.

52. What will the man prepare?

(A) A summary of survey results
(B) Some new design samples
(C) A budget proposal
(D) A list of customers

Questions 53 through 55 refer to the following conversation with three speakers.

53. What event are the speakers preparing for?

(A) A training session
(B) A trade show
(C) A product launch party
(D) A sales meeting

54. What problem do the women mention?

(A) Some samples are damaged.
(B) A booth is too small.
(C) A package has been delayed.
(D) A flight has been canceled.

55. What does the man ask Emma to do?

(A) Print new banners
(B) Call the convention center
(C) Book a hotel
(D) Send an address in writing

Questions 56 through 58 refer to the following conversation.

56. Where most likely are the speakers?

(A) At a train station
(B) At a ferry port
(C) At an airport
(D) At a bus terminal

57. What is the problem?

(A) A train has been canceled.
(B) A platform has changed.
(C) A ticket machine is broken.
(D) A ticket was printed incorrectly.

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58. What will the man most likely do next?

(A) Take a taxi
(B) Apply for a refund at the counter
(C) Contact a client
(D) Buy a new ticket

Questions 59 through 61 refer to the following conversation.

59. Who most likely is the man?

(A) A building manager
(B) A real estate agent
(C) A plumber
(D) A kitchen designer

60. Why does the woman say, "I can't use the sink until it's fixed"?

(A) To ask for a new sink
(B) To stress that the problem is urgent
(C) To complain about the plumber's work
(D) To explain why she is moving

61. What does the man say he will do this afternoon?

(A) Try to repair the faucet himself
(B) Turn off the building's water
(C) Send the woman a bill
(D) Buy a new faucet

Questions 62 through 64 refer to the following conversation and weather forecast.

Weekend Forecast · Lakeside Park

Day	Weather	High
Friday	Sunny	24°C
Saturday	Heavy rain	17°C
Sunday	Cloudy	21°C
Monday (holiday)	Sunny	25°C

62. What are the speakers planning?

(A) A sports competition
(B) A holiday party
(C) A boat trip
(D) A company picnic

63. Look at the graphic. On which day will the event most likely be held?

(A) Monday
(B) Friday
(C) Sunday
(D) Saturday

64. What does the woman ask the man to do?

(A) Order food
(B) Send an invitation
(C) Check the forecast again
(D) Reserve a picnic area

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Questions 65 through 67 refer to the following conversation and price list.

Maple Street Bakery · Celebration Cakes

Size	Serves	Price
Small	8 people	$30
Medium	15 people	$45
Large	25 people	$70
Extra large	40 people	$105

65. Why is the man ordering a cake?

(A) To celebrate a birthday
(B) To welcome a new employee
(C) To celebrate a promotion
(D) To thank some clients

66. Look at the graphic. How much will the man most likely pay for the cake?

(A) $30
(B) $70
(C) $105
(D) $45

67. What does the woman say the bakery can do?

(A) Give a discount
(B) Deliver the cake
(C) Add candles
(D) Make a cake without sugar

Questions 68 through 70 refer to the following conversation and timetable.

Northern Line · Departures to Ashford

Departs	Arrives	Notes
7:05	8:20	Stops at all stations
7:40	8:35	Express
8:10	9:25	Stops at all stations
8:45	9:40	Express

68. Why does the man want to arrive early?

(A) To have breakfast
(B) To meet a new client
(C) To prepare some equipment
(D) To visit a factory

69. Look at the graphic. What time will the speakers' train leave?

(A) 8:10
(B) 7:40
(C) 7:05
(D) 8:45

70. What does the woman say she will do?

(A) Call the client
(B) Print extra documents
(C) Rent a car
(D) Reserve a meeting room

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Part 4: Talks

Directions: Part Four. Directions. You will hear talks given by a single speaker. After each talk, answer three questions about what the speaker says. Choose the best answer to each question. The questions and answer choices are printed, and the talks are spoken only once.

Questions 71 through 73 refer to the following recorded message.

71. When is the museum closed?

(A) On national holidays
(B) On Mondays
(C) In the evenings after four
(D) On Sundays

72. What is mentioned about the new exhibition?

(A) It has already ended.
(B) It is free for all visitors.
(C) It is only open to school groups.
(D) Tickets must be booked in advance.

73. Why would a listener press three?

(A) To become a member
(B) To ask about school group visits
(C) To book tickets
(D) To hear the opening hours again

Questions 74 through 76 refer to the following announcement.

74. Where is the announcement being made?

(A) At a shopping mall
(B) At a farm
(C) At a supermarket
(D) At a restaurant

75. What are listeners encouraged to do for faster service?

(A) Use self-checkout machines
(B) Join a rewards program
(C) Shop earlier in the day
(D) Order online

76. What will happen tomorrow?

(A) A new store will open.
(B) New products will arrive.
(C) A sale will begin.
(D) The store will open later.

Questions 77 through 79 refer to the following excerpt from a meeting.

77. What is the speaker mainly discussing?

(A) A kitchen renovation
(B) A new recycling system
(C) A change in office hours
(D) A cleaning schedule

78. Why does the speaker mention other offices?

(A) To show that a change has been successful
(B) To announce a move to a new location
(C) To introduce new colleagues
(D) To compare cleaning costs

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79. What will happen this week?

(A) New staff will start.
(B) Desks will be moved.
(C) Signs will be put up.
(D) A training session will be held.

Questions 80 through 82 refer to the following traffic report.

80. What is causing delays on Highway Seven?

(A) An accident
(B) Bad weather
(C) A parade
(D) Road repairs

81. What does the speaker recommend?

(A) Taking the train
(B) Using a different road
(C) Parking outside the city
(D) Leaving home later

82. What will happen on Sunday?

(A) A concert will be held.
(B) A bridge will reopen.
(C) A new highway will open.
(D) A marathon will take place.

Questions 83 through 85 refer to the following advertisement.

83. What is being advertised?

(A) A home cleaning service
(B) A computer store
(C) A furniture sale
(D) A new office building

84. What is said about the Comfort Pro chair?

(A) It is sold only online.
(B) It is a new product.
(C) It comes in several colors.
(D) Its price has been cut in half.

85. What is offered this week only?

(A) Free gift wrapping
(B) A free desk lamp
(C) Free delivery and assembly
(D) An extended warranty

Questions 86 through 88 refer to the following telephone message.

86. Who most likely is the speaker?

(A) A driving instructor
(B) An employee at a car repair shop
(C) A car salesperson
(D) An insurance agent

87. What problem does the speaker mention?

(A) A part is out of stock.
(B) A tire is worn.
(C) The car will be ready late.
(D) The brakes need replacing.

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88. What does the speaker ask the listener to do?

(A) Bring in another car
(B) Return his call
(C) Pick up the car before noon
(D) Pay online

Questions 89 through 91 refer to the following introduction.

89. Who is Marco Bellini?

(A) A conference organizer
(B) A hotel manager
(C) A book publisher
(D) A chef and restaurant owner

90. What will Mr. Bellini talk about?

(A) Reducing food waste
(B) Translating books
(C) Hiring kitchen staff
(D) Opening a café

91. What can listeners do after the talk?

(A) Take a cooking class
(B) Get a book signed
(C) Have dinner with the speaker
(D) Tour a restaurant

Questions 92 through 94 refer to the following talk and itinerary.

Harbor City Bus Tour · Stops

Stop	Place
1	Old Town Square
2	Maritime Museum
3	Botanical Gardens
4	Sunset Pier

92. Who most likely is the speaker?

(A) A tour guide
(B) A gift shop owner
(C) A museum employee
(D) A ticket seller

93. Look at the graphic. Where will listeners spend extra time?

(A) Maritime Museum
(B) Old Town Square
(C) Sunset Pier
(D) Botanical Gardens

94. What does the speaker say about the tickets?

(A) They must be shown to the driver.
(B) They include lunch.
(C) They can be refunded.
(D) They can be used for a discount.

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Questions 95 through 97 refer to the following excerpt from a meeting and chart.

Online Orders by Month (Spring)

Month	Orders
March	1,200
April	1,900
May	1,500
June	2,400

95. What is the speaker mainly discussing?

(A) A new catalog design
(B) Online sales
(C) Store openings
(D) Staff training

96. Look at the graphic. Which month does the speaker want to focus on?

(A) May
(B) April
(C) March
(D) June

97. What has the company done to prevent a problem?

(A) Hired a company to test the Web site
(B) Created a new checkout page
(C) Lowered its prices
(D) Opened a call center

Questions 98 through 100 refer to the following telephone message and order form.

Order Form · Bluebird Office Supply

Item	Quantity
Notebooks (A4)	50
Black pens (box)	20
Envelopes (box)	10
Sticky notes (pack)	30

98. Why is the speaker calling?

(A) To advertise a new product
(B) To confirm a delivery address
(C) To request a payment
(D) To discuss a problem with an order

99. Look at the graphic. Which item is out of stock?

(A) Notebooks
(B) Black pens
(C) Envelopes
(D) Sticky notes

100. What does the speaker say she will send?

(A) A product sample
(B) Information about a discount card
(C) A new order form
(D) A refund

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Practice Test 2 · Reading Test

In the Reading test, you will read a variety of texts and answer different types of reading comprehension questions. The Reading test takes 75 minutes. There are three parts. You may answer the questions in any order.

Part 5: Incomplete Sentences

Directions: A word or phrase is missing in each sentence below. Choose the best answer to complete the sentence.

101. Mr. Ferreira reviewed the contract _____ before sending it to the client.

(A) carefulness
(B) careful
(C) carefully
(D) care

102. The new branch office in Lima will open _____ the first week of September.

(A) beside
(B) among
(C) between
(D) during

103. Ms. Abara has been _____ to the position of senior project manager.

(A) promoting
(B) promotes
(C) promoted
(D) promotion

104. Please read the safety instructions _____ operating the new equipment.

(A) unless
(B) although
(C) before
(D) because

105. Our customer service representatives are trained to handle complaints _____ and politely.

(A) quicker
(B) quickness
(C) quick
(D) quickly

106. The hotel offers free airport transportation to _____ guests who stay three nights or more.

(A) they
(B) themselves
(C) them
(D) those

107. The annual report will be _____ to shareholders by the end of March.

(A) distribution
(B) distributor
(C) distributed
(D) distributing

108. The design team came up with several _____ ideas for the new advertising campaign.

(A) innovation
(B) innovatively
(C) innovative
(D) innovate

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109. Employees may work from home on Fridays _____ their manager agrees.

(A) provided that
(B) in spite of
(C) regardless of
(D) as a result of

110. The seminar was so popular that the organizers had to add a second _____.

(A) sessional
(B) sessions
(C) sessioned
(D) session

111. Ms. Tanaka asked _____ assistant to reserve a table for the client dinner.

(A) she
(B) herself
(C) hers
(D) her

112. Profits rose _____ in the last quarter thanks to strong overseas sales.

(A) significance
(B) significant
(C) signify
(D) significantly

113. All travel expenses must be _____ by a department head before they are paid.

(A) applied
(B) approved
(C) appeared
(D) admitted

114. The museum is closed to the public _____ the new wing is under construction.

(A) despite
(B) during
(C) while
(D) throughout

115. Mr. Russo is _____ the most experienced engineer in our department.

(A) far from
(B) so far
(C) as far
(D) by far

116. Candidates will be contacted by e-mail _____ they have been selected for an interview.

(A) what
(B) whether
(C) if
(D) which

117. The factory has _____ its production capacity by adding a second assembly line.

(A) increasing
(B) increase
(C) increased
(D) to increase

118. The training manual is available in both printed and _____ formats.

(A) electronic
(B) electrician
(C) electrically
(D) electricity

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119. Ms. Lindgren will be out of the office until Thursday, so please contact Mr. Diaz _____.

(A) besides
(B) instead
(C) otherwise
(D) rather

120. Tickets for the concert can be purchased _____ at the box office or online.

(A) whether
(B) either
(C) both
(D) neither

121. The company's new headquarters is _____ located near the central train station.

(A) conveniently
(B) conveniences
(C) convenience
(D) convenient

122. The marketing director asked for a _____ of last year's sales figures.

(A) comparison
(B) comparable
(C) comparatively
(D) compare

123. Due to the high number of orders, deliveries may take _____ than usual.

(A) length
(B) long
(C) longer
(D) longest

124. The board has decided to _____ the launch of the product until the spring.

(A) prevent
(B) delay
(C) cancel
(D) remain

125. Each participant will receive a certificate _____ completion of the course.

(A) upon
(B) onto
(C) along
(D) within

126. The restaurant's menu changes _____ to reflect the ingredients available each season.

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

127. Ms. Kowalski, _____ report was praised by the board, will present her findings next week.

(A) who
(B) whom
(C) which
(D) whose

128. Visitors are _____ reminded that photography is not permitted inside the gallery.

(A) kindly
(B) kinder
(C) kindness
(D) kind

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129. After a long _____ , the two companies finally agreed on the terms of the merger.

(A) negotiate
(B) negotiated
(C) negotiable
(D) negotiation

130. The instructions were written so _____ that even new employees could follow them without help.

(A) clarify
(B) clearly
(C) clear
(D) clarity

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Part 6: Text Completion

Directions: Read the texts. A word, phrase, or sentence is missing in parts of each text. Choose the best answer to complete the text.

Questions 131–134 refer to the following letter.

LETTER

Dear Valued Customer,

Thank you for your recent purchase from Orchid Home Appliances. We hope you are enjoying your new washing machine. To **(131)** _____ that it continues to work well for many years, we recommend cleaning the filter once a month.

Your machine comes with a two-year warranty. **(132)** _____ To register, simply visit our Web site and enter the serial number found on the back of the machine. Registered customers **(133)** _____ receive reminders about free maintenance checks.

If you have any questions, our support team is available **(134)** _____ 8 A.M. to 8 P.M., seven days a week.

Sincerely,

Orchid Home Appliances Customer Care

131.

(A) assure
(B) insure
(C) reassure
(D) ensure

132.

(A) Washing machines are among our best-selling products.
(B) However, it is valid only if you register your product within 30 days.
(C) We also sell refrigerators and ovens.
(D) Our stores are located in twelve cities.

133.

(A) will also
(B) have also
(C) were also
(D) had also

134.

(A) since
(B) from
(C) at
(D) by

Questions 135–138 refer to the following advertisement.

ADVERTISEMENT

Join the Team at Summit Outdoor Gear!

Summit Outdoor Gear, the region's **(135)** _____ retailer of camping and hiking equipment, is hiring part-time sales associates for its new store in Crestview Mall.

Successful applicants will be enthusiastic about the outdoors and enjoy **(136)** _____ with customers. No retail experience is required, as full training will be provided. **(137)** _____

Interested candidates should apply online at www.summitgear.com/jobs. Applications will be accepted **(138)** _____ May 15.

135.

(A) leader
(B) leading
(C) leads
(D) lead

136.

(A) worked
(B) to working
(C) working
(D) work

137.

(A) Employees also receive a 30 percent discount on all store products.
(B) Customers can return products within 60 days.
(C) The mall's parking garage is being expanded.
(D) Hiking is a popular activity in the region.

138.

(A) for
(B) until
(C) within
(D) since

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Questions 139–142 refer to the following e-mail.

E-MAIL

To: Elena Moretti
From: Thomas Grant
Date: October 11
Subject: Quarterly review meeting

Dear Elena,

I am writing to confirm the **(139)** _____ for next Tuesday's quarterly review meeting. The meeting will start at 10:00 A.M. in the main conference room and should last about two hours.

Could you please bring copies of your team's sales figures? **(140)** _____, it would be helpful if you could prepare a short summary of the new client accounts your team has opened. **(141)** _____

Lunch will be provided after the meeting. Please let me know if you have any dietary **(142)** _____.

Best regards,

Thomas Grant

139.

(A) arranges
(B) arrangements
(C) arranging
(D) arranged

140.

(A) Instead
(B) For instance
(C) Nevertheless
(D) In addition

141.

(A) I will be on vacation next month.
(B) The conference room has been painted.
(C) Five minutes per team should be enough.
(D) Sales were lower than expected last year.

142.

(A) requires
(B) required
(C) requiring
(D) requirements

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Questions 143–146 refer to the following article.

ARTICLE

Riverton Library Opens Digital Studio

RIVERTON (June 3) — The Riverton Public Library has opened a new digital studio where residents can record podcasts, edit videos, and **(143)** _____ photos, all free of charge.

The studio, located on the library's second floor, is equipped with professional cameras, microphones, and computers. **(144)** _____ Library staff will offer introductory workshops every Saturday morning.

"We want to give everyone the chance to develop new skills," said head librarian Grace Owusu. The studio can be booked for up to two hours at a time. **(145)** _____, users must first attend one of the introductory workshops. The project was **(146)** _____ by a grant from the Riverton Community Foundation.

143.

(A) printing
(B) printed
(C) print
(D) prints

144.

(A) Saturday is the busiest day at the library.
(B) The library was built in 1965.
(C) Residents can also borrow books online.
(D) It also includes a small soundproof room for recording audio.

145.

(A) However
(B) As a result
(C) Similarly
(D) Therefore

146.

(A) funded
(B) founded
(C) found
(D) finding

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Part 7: Reading Comprehension

Directions: Read the texts below: articles, e-mails, notices, advertisements, chats and more. Some question sets refer to one text; others refer to two or three related texts. Choose the best answer to each question.

Questions 147–148 refer to the following sign.

SIGN

WESTGATE STATION PARKING

Parking is free for the first 30 minutes. After that, the rate is $2.50 per hour, up to a maximum of $15 per day.

Monthly passes are available for regular commuters at the ticket office on Level 1.

Vehicles left for more than 72 hours will be removed at the owner's expense.

147. What is the maximum a driver will pay for one day of parking?

(A) $30
(B) $15
(C) $2.50
(D) $72

148. Where can a monthly pass be purchased?

(A) At the ticket office
(B) On the train
(C) From a machine in the parking area
(D) Online

Questions 149–150 refer to the following text-message chain.

TEXT-MESSAGE CHAIN

Grace Oyelaran [3:15 P.M.]: Hi Martin. The client from Beacon Bank just arrived for the 3:30 meeting. Where are you?

Martin Hale [3:16 P.M.]: I'm stuck on the bridge. There's been an accident ahead, and nothing is moving.

Grace Oyelaran [3:17 P.M.]: Should I start without you?

Martin Hale [3:18 P.M.]: Please do. The presentation is in the shared folder. I should be there by four.

Grace Oyelaran [3:18 P.M.]: Got it. Drive safely.

149. Why is Mr. Hale late?

(A) He is in heavy traffic.
(B) He went to the wrong office.
(C) His car broke down.
(D) He forgot about the meeting.

150. At 3:18 P.M., what does Ms. Oyelaran most likely mean when she writes, "Got it"?

(A) She will pick Mr. Hale up.
(B) She understands what to do.
(C) She has found a document on her desk.
(D) She has received a payment.

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Questions 151–152 refer to the following coupon.

COUPON

Bella Pasta Kitchen · 2-for-1 Lunch Special

Buy any lunch entrée and get a second entrée of equal or lower value free.

- Valid Monday to Friday, 11:00 A.M. to 3:00 P.M.
- Dine-in only; not valid for delivery or takeout
- One coupon per table
- Expires August 31

Show this coupon to your server before ordering.

151. What is indicated about the offer?

(A) It cannot be used for takeout orders.
(B) It is valid on weekends.
(C) It includes free drinks.
(D) It can be used several times per table.

152. What should customers do to use the coupon?

(A) Show it before they order
(B) Order online
(C) Pay in cash
(D) Sign up for a membership

Questions 153–154 refer to the following e-mail.

E-MAIL

To: All Staff
From: IT Department
Date: March 18
Subject: Password update

Dear colleagues,

As part of our regular security procedures, all employees must change their computer passwords by Friday, March 22. New passwords must contain at least twelve characters, including one number and one symbol.

After March 22, accounts with old passwords will be locked, and you will need to visit the IT help desk on the ground floor to unlock them.

Thank you for your cooperation.

IT Department

153. What are employees asked to do?

(A) Return their laptops
(B) Change their passwords
(C) Install new software
(D) Attend a training session

154. What will happen to accounts that are not updated?

(A) They will be deleted.
(B) They will be charged a fee.
(C) They will be locked.
(D) They will be moved to a new server.

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Questions 155–157 refer to the following notice.

NOTICE

Lindenwood Community Center · Fall Classes

Registration for fall classes opens on Monday, August 19. Classes include watercolor painting, beginner's Spanish, digital photography, and healthy cooking. **[1]**

Most classes meet once a week for eight weeks, starting in the second week of September. **[2]** Residents of Lindenwood receive a 20 percent discount on all class fees. **[3]**

To register, visit the front office between 9 A.M. and 6 P.M. or call 555-0177. **[4]** A full schedule is available on our Web site.

155. What is the purpose of the notice?

(A) To announce classes at a community center
(B) To recruit new teachers
(C) To report a change in office hours
(D) To advertise a painting exhibition

156. Who can receive a discount?

(A) People who sign up for two classes
(B) Students
(C) Senior citizens
(D) People who live in Lindenwood

157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "Proof of address, such as a utility bill, is required."

(A) [1]
(B) [2]
(C) [3]
(D) [4]

Questions 158–160 refer to the following invitation.

INVITATION

You're Invited: Grand Opening of the Dunmore Gallery

Please join us for the grand opening of the Dunmore Gallery on Friday, November 8, from 6:00 to 9:00 P.M. The evening will feature the first exhibition of landscape paintings by local artist Helena Price.

Light refreshments will be served, and Ms. Price will give a short talk about her work at 7:00 P.M. Guests are welcome to bring a friend.

Please reply by November 1 to events@dunmoregallery.com so that we can plan for the right number of guests.

158. What is being celebrated?

(A) The launch of a book
(B) The opening of a gallery
(C) An artist's retirement
(D) The anniversary of a museum

159. What will happen at 7:00 P.M.?

(A) The gallery will close.
(B) Refreshments will be served.
(C) Paintings will be sold.
(D) An artist will speak.

160. Why are guests asked to reply by November 1?

(A) So that they can choose a seat
(B) So that they can receive a discount
(C) So that the organizers can prepare for the event
(D) So that they can bring a painting

Questions 161–163 refer to the following online review.

ONLINE REVIEW

Business: QuickFix Phone Repair, Elm Street
Rating: ★★★★★
Posted by: Daniel Achebe

I dropped my phone last Tuesday and cracked the screen badly. I called three repair shops, and QuickFix was the only one that could repair it the same day. The technician, Priya, replaced the screen in less than an hour while I waited.

The price was a little higher than I expected, but the repair comes with a one-year guarantee, which I think is worth it. Priya also showed me how to protect my phone with a better case. I'd definitely recommend this shop.

161. Why did Mr. Achebe choose QuickFix?

(A) A friend recommended it.
(B) It was the cheapest shop.
(C) It is near his office.
(D) It could do the repair quickly.

162. What is indicated about the repair?

(A) It took a full day.
(B) It is guaranteed for a year.
(C) It was done by the shop owner.
(D) It was free of charge.

163. What did Priya do in addition to the repair?

(A) She gave him a discount.
(B) She gave advice about protecting the phone.
(C) She backed up his data.
(D) She sold him a new phone.

Questions 164–167 refer to the following article.

ARTICLE

Solara Opens Research Center in Valley Park

VALLEY PARK (April 9) — Solara Energy, a manufacturer of solar panels, officially opened its new research center in Valley Park on Monday. **[1]** The 5,000-square-meter facility will focus on developing lighter and more efficient panels for homes and small businesses.

The center currently employs 60 scientists and engineers, and the company plans to double that number within two years. **[2]** Many of the new employees are expected to come from nearby Valley Park University, which has one of the country's top engineering programs.

"Being close to the university was a major reason for choosing this location," said Solara's CEO, Henrik Dahl. **[3]** The company has also agreed to offer paid summer internships to twenty engineering students each year.

Solara's main factory will remain in Northport, where the company was founded in 2004. **[4]**

164. What is the article mainly about?

(A) The closing of a factory
(B) A new type of car
(C) The construction of a university
(D) The opening of a research facility

165. Why did Solara choose Valley Park?

(A) It has a large airport.
(B) Land there is inexpensive.
(C) The CEO lives there.
(D) It is near a university.

166. What will Solara offer students?

(A) Paid internships
(B) Scholarships
(C) Part-time teaching jobs
(D) Free solar panels

167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "Hiring for these new positions will begin this summer."

(A) [1]
(B) [2]
(C) [3]
(D) [4]

Questions 168–171 refer to the following memo.

MEMO

To: All Warehouse Staff
From: Leon Fischer, Operations Manager
Date: July 2
Subject: New scanning devices

Next week, we will begin replacing our old barcode scanners with new handheld devices. The new devices are faster and can also show the location of each item in the warehouse, which should reduce picking errors.

The changeover will happen in two stages. Staff on the morning shift will receive their devices on Monday, July 8, and staff on the afternoon shift on Wednesday, July 10. Each shift will have a 30-minute training session on the day the devices arrive.

Please return your old scanner to your shift supervisor after the training. If you have any problems with the new device during the first month, report them to the technical team at extension 412 rather than trying to fix them yourself.

168. What is the purpose of the memo?

(A) To announce the introduction of new equipment
(B) To change the warehouse working hours
(C) To introduce a new shift supervisor
(D) To request feedback on a training course

169. What is mentioned as an advantage of the new devices?

(A) They have longer batteries.
(B) They can print labels.
(C) They are cheaper to repair.
(D) They show where items are located.

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170. When will afternoon shift workers receive their devices?

(A) On July 8
(B) On July 2
(C) At the end of the month
(D) On July 10

171. What are employees asked to do if a device does not work properly?

(A) Use their old scanner
(B) Return it to the store
(C) Contact the technical team
(D) Fix it themselves

Questions 172–175 refer to the following online chat discussion.

ONLINE CHAT DISCUSSION

Amira Haddad [11:05 A.M.]: Hi, team. The printer just told me the brochures for the Kessler account won't be ready until Thursday. We need them for the client presentation on Wednesday.

Ben Thornton [11:06 A.M.]: That's a problem. Did they say why?

Amira Haddad [11:07 A.M.]: Their main printing machine broke down this morning.

Chloe Park [11:08 A.M.]: What if we show the brochure on the screen during the presentation and give the printed copies later?

Ben Thornton [11:09 A.M.]: That could work. Mr. Kessler mostly wants to see the design anyway.

Amira Haddad [11:10 A.M.]: Fine with me. I'll ask the printer to deliver the copies directly to Kessler's office on Thursday.

Chloe Park [11:11 A.M.]: I'll add the brochure pages to the slides this afternoon.

172. What problem does Ms. Haddad mention?

(A) Some printed materials will be late.
(B) A design contains errors.
(C) A presentation file is missing.
(D) A client has canceled a meeting.

173. Why will the printer not finish on time?

(A) The design arrived late.
(B) It ran out of paper.
(C) A machine is broken.
(D) It is closed for a holiday.

174. At 11:09 A.M., what does Mr. Thornton imply when he writes, "Mr. Kessler mostly wants to see the design anyway"?

(A) Showing the brochure on screen will be acceptable.
(B) Printed copies are more important than the design.
(C) Mr. Kessler does not like the design.
(D) The presentation should be postponed.

175. What will Ms. Park do this afternoon?

(A) Print the brochures in the office
(B) Update some presentation slides
(C) Visit the printer
(D) Call Mr. Kessler

Questions 176–180 refer to the following schedule and e-mail.

SCHEDULE

Crestline Fitness Center · Weekend Group Classes

Class	Day	Time	Instructor
Morning Yoga	Saturday	8:00–9:00 A.M.	Hana Sato
Indoor Cycling	Saturday	10:00–10:45 A.M.	Luis Romero
Strength Training	Sunday	9:00–10:00 A.M.	Luis Romero
Pilates	Sunday	11:00 A.M.–12:00 P.M.	Hana Sato

Classes are free for members. Non-members may join any class for $12. Please book your place at the front desk or through the Crestline app at least two hours before the class.

E-MAIL

To: info@crestlinefitness.com
From: Joanne Pike
Date: May 9
Subject: Weekend class

Hello,

I recently moved to the area and I am thinking about becoming a member. Before I decide, I would like to try one of your weekend classes as a non-member. I work on Saturday mornings, so I can only come on Sunday. I'm interested in the class taught by Ms. Sato.

I don't have the Crestline app yet. Could I book my place by e-mail instead?

Thank you,

Joanne Pike

176. What is indicated about the group classes?

(A) They are taught by one instructor.
(B) They must be booked a day in advance.
(C) Members do not have to pay for them.
(D) They are held every day.

177. Why did Ms. Pike write the e-mail?

(A) To complain about an instructor
(B) To ask about trying a class
(C) To cancel her membership
(D) To request a refund

178. Which class will Ms. Pike most likely attend?

(A) Pilates
(B) Morning Yoga
(C) Strength Training
(D) Indoor Cycling

179. How much will Ms. Pike most likely pay for the class?

(A) $24
(B) Nothing
(C) $12
(D) $8

180. What does Ms. Pike ask about?

(A) Renting equipment
(B) Changing the class time
(C) Parking at the center
(D) Booking without using the app

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Questions 181–185 refer to the following web page and e-mail.

WEB PAGE

URL: www.northwindtranslations.com/services

Northwind Translations · Services and Rates

Service	Rate	Usual delivery
Standard document translation	$0.12 per word	5 business days
Express translation	$0.20 per word	2 business days
Certified legal translation	$0.25 per word	7 business days
Proofreading only	$0.05 per word	3 business days

All translations are checked by a second translator. New customers receive 10 percent off their first order.

E-MAIL

To: orders@northwindtranslations.com
From: Kofi Mensah, Brightway Tours
Date: February 4
Subject: Translation request

Hello,

Brightway Tours would like to have our new travel brochure translated from English into Spanish and Portuguese. The text is about 3,000 words. This is the first time we have used your company.

We need the translations back within two business days, as the brochures must go to the printer on February 7. I have attached the text. Please confirm the total cost before you begin.

Best regards,

Kofi Mensah

181. According to the Web page, what is true of all translations?

(A) They are delivered within two days.
(B) They are reviewed by a second translator.
(C) They are certified for legal use.
(D) They are charged per page.

182. What does Brightway Tours want to have translated?

(A) A legal contract
(B) A Web site
(C) A brochure
(D) A travel guidebook

183. Which service will Mr. Mensah most likely use?

(A) Proofreading only
(B) Certified legal translation
(C) Standard document translation
(D) Express translation

184. What is suggested about Brightway Tours?

(A) It will print the brochures itself.
(B) It needs the work by February 4.
(C) It will receive a discount.
(D) It has used Northwind before.

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185. What does Mr. Mensah ask Northwind to do?

(A) Translate the text into French
(B) Confirm the price before starting
(C) Send the brochures to the printer
(D) Call him on February 7

Questions 186–190 refer to the following announcement, form and e-mail.

ANNOUNCEMENT

Harrow City Photo Contest: "Our City at Work"

Harrow City Council invites residents to submit photographs showing people at work in our city. Entries will be accepted from June 1 to June 30. Each person may submit up to three photos.

Prizes: First prize, $500 and a feature in the Harrow Gazette; Second prize, $250; Third prize, $100. Winning photos will also be shown at City Hall throughout August.

Photos must be submitted through the online entry form. Professional photographers are not eligible.

ENTRY FORM

Photo Contest Entry Form

Name: Tobias Klein
Occupation: Nurse, Harrow General Hospital
Date submitted: June 27
Number of photos: 3

Photo titles: 1. Night Shift 2. The Baker's Hands 3. Morning Delivery

I confirm that I am not a professional photographer and that the photos are my own work.

E-MAIL

To: Tobias Klein
From: Harrow City Council, Events Office
Date: July 20
Subject: Photo contest results

Dear Mr. Klein,

Congratulations! Your photo The Baker's Hands has been awarded second prize in the "Our City at Work" contest. The judges were especially impressed by the way you captured the early-morning light in the bakery.

You are invited to an awards reception at City Hall on August 2 at 5:00 P.M., where the exhibition of winning photos will open. Please confirm whether you will attend by July 27.

Best regards,

Sofia Brandt, Events Office

186. What is the theme of the contest?

(A) Nature in the city
(B) People at work
(C) City buildings
(D) Local festivals

187. What is indicated about Mr. Klein's entry?

(A) It was submitted after the deadline.
(B) It included the maximum number of photos.
(C) It included a photo of a hospital.
(D) It was sent by mail.

188. How much prize money will Mr. Klein receive?

(A) $250
(B) $100
(C) $750
(D) $500

189. What did the judges like about the winning photo?

(A) Its colors
(B) Its title
(C) Its unusual subject
(D) Its use of light

190. What will most likely happen on August 2?

(A) An exhibition will open at City Hall.
(B) Mr. Klein will start a new job.
(C) The photos will appear in the Harrow Gazette.
(D) The contest will be announced.

Questions 191–195 refer to the following two e-mails and a schedule.

E-MAIL

To: Mei Lin Chow
From: Patrick Doyle, Office Manager
Date: September 3
Subject: Your first week

Dear Ms. Chow,

Welcome to Ardent Architects! We are very pleased that you will be joining our design team as a junior architect on Monday, September 9. Your orientation schedule for the first week is attached.

On your first day, please come to the reception desk on the third floor at 8:45 A.M. Your laptop and building pass will be ready for you. Also, please bring your bank details so that we can set up your salary payments.

Best regards,

Patrick Doyle

SCHEDULE

Orientation Schedule · Mei Lin Chow

Day	Time	Activity	With
Monday, Sept. 9	9:00 A.M.	Welcome and office tour	Patrick Doyle
Monday, Sept. 9	2:00 P.M.	Computer and software setup	IT team
Tuesday, Sept. 10	10:00 A.M.	Introduction to current projects	Carla Nunez, Design Director
Wednesday, Sept. 11	All day	Site visit: Bayview Library project	Omar Haddad, Senior Architect
Friday, Sept. 13	4:00 P.M.	First-week review	Carla Nunez

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E-MAIL

To: Patrick Doyle
From: Mei Lin Chow
Date: September 4
Subject: RE: Your first week

Dear Mr. Doyle,

Thank you for the warm welcome and the schedule. I'm looking forward to starting on Monday.

I have one question. I see that I will be visiting a construction site on Wednesday. Do I need to bring any special clothing or safety equipment, or will it be provided?

Best regards,

Mei Lin Chow

191. What is the purpose of the first e-mail?

(A) To welcome a new employee
(B) To offer a job to a candidate
(C) To schedule a job interview
(D) To announce a new project

192. What is Ms. Chow asked to bring on her first day?

(A) A laptop
(B) A copy of her résumé
(C) Her bank details
(D) Her building pass

193. Who will Ms. Chow meet on Tuesday?

(A) The IT team
(B) The design director
(C) The office manager
(D) A senior architect

194. In the second e-mail, what is Ms. Chow asking about?

(A) The office tour
(B) The site visit with Mr. Haddad
(C) The first-week review
(D) The software setup

195. In the first e-mail, the phrase "set up" in paragraph 3, line 3, is closest in meaning to

(A) raise
(B) lift
(C) arrange
(D) build

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Questions 196–200 refer to the following advertisement, e-mail and receipt.

ADVERTISEMENT

GreenLeaf Cleaning Services

Professional office cleaning for businesses of all sizes.

- Basic Plan: weekly cleaning of desks, floors, and kitchens · $180 per month
- Standard Plan: Basic Plan + window cleaning twice a month · $260 per month
- Premium Plan: daily cleaning + windows + carpet washing every month · $450 per month

We use only environmentally friendly products. Sign up for any plan for six months or more and get your first month at half price.

E-MAIL

To: service@greenleafclean.com
From: Rachel Ames, Ames & Ortega Law Office
Date: January 15
Subject: Cleaning plan

Hello,

Our law office has twelve employees, and we are looking for a new cleaning company. We need our desks, floors, and kitchen cleaned once a week. Because our office is on the ground floor next to a busy road, our windows get dirty quickly, so we would also like them cleaned twice a month. Daily cleaning is not necessary.

We would like to sign a contract for one year, starting on February 1. Please let me know the next steps.

Regards,

Rachel Ames

RECEIPT

GreenLeaf Cleaning Services · Receipt

Customer: Ames & Ortega Law Office
Date: February 1
Service period: February 1–28

Description	Amount
Monthly cleaning plan	$260.00
New customer discount (first month)	−$130.00
Extra service: carpet washing (one-time)	$75.00
Total paid	$205.00

196. What is mentioned about GreenLeaf Cleaning Services?

(A) It offers a free first month.
(B) It has been in business for many years.
(C) It cleans homes as well as offices.
(D) It uses eco-friendly cleaning products.

197. Why does Ms. Ames want frequent window cleaning?

(A) The windows were recently replaced.
(B) Clients often visit the office.
(C) The office has very large windows.
(D) The office is next to a busy road.

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198. Which plan did Ms. Ames most likely choose?

(A) The Standard Plan
(B) The Basic Plan
(C) A custom plan
(D) The Premium Plan

199. Why was Ames & Ortega Law Office given a discount?

(A) It was referred by another customer.
(B) It paid in advance for a year.
(C) It signed up for at least six months.
(D) It has twelve employees.

200. What is indicated on the receipt?

(A) An extra service was added.
(B) The windows were not cleaned.
(C) The payment was made late.
(D) The price of the plan has increased.

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Practice Test 2 · Answer sheet · Listening (1–100)

Name: _____ Date: _____ Fill in one circle for each question.

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

Listening raw score: _____ / 100 Estimated scaled score: _____ / 495

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Practice Test 2 · Answer sheet · Reading (101–200)

Name: _____ Date: _____ Fill in one circle for each question.

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

Reading raw score: _____ / 100 Estimated scaled score: _____ / 495

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Practice Test 2 · Answer key and explanations

Listening · Part 1: Photographs

1. (C) The man is on the bicycle and is riding it along the park path. He is not fixing it or walking, and nobody is planting trees.

2. (A) The man and the woman are standing and shaking hands. Nobody is handing out papers, opening the door or sitting down.

3. (C) The picture shows an empty bench under a tree (a passive result: 'has been placed'). There are no people, so nobody is sitting, sweeping or painting.

4. (D) The woman's arm is stretched up toward a book on the top shelf. She is not carrying a stack of books, cleaning or writing.

5. (D) The man is walking down the aisle pushing a shopping cart. He is not at a register, weighing fruit or putting products on the shelves.

6. (A) Several cars are parked side by side in a parking lot. There are no people in the picture, so nobody is washing a car, getting out or repairing the road.

Listening · Part 2: Question-Response

7. (A) A 'where' question needs a place: the storage room. 'Put' in the last choice is a repeated-word trap, and 'Yes' cannot answer a wh- question.

8. (C) A 'when' question needs a time: Monday. 'Starts' in the last choice is a repeated-word trap.

9. (C) A 'who' question needs a person: Jonathan. The other choices repeat ideas or words from the question.

10. (A) A 'why' question needs a reason: a public holiday. 'Close' (near) sounds like 'closed'.

11. (C) 'How long' needs a length of time: about twenty minutes.

12. (B) This is a polite request. The speaker apologizes and agrees. 'Turn' and 'a little' are repeated-word traps.

13. (C) The indirect answer shows the speaker is checking the proofs right now.

14. (B) In a choice question, the answer can choose one, the other, or both: 'Let's do both.'

15. (A) The tag question asks for confirmation, and 'Yes, two days ahead of schedule' confirms it.

16. (B) The response corrects the speaker: the deadline has moved to next week.

17. (B) 'Which hotel' needs a name: the Lindon. 'For three nights' answers 'how long'.

18. (A) This is a request for help, and 'Sure' agrees to it.

19. (A) The statement reports a problem, and the response offers a solution. 'Jam' (food) is a sound-alike trap.

20. (C) 'How often' needs a frequency: once a week.

21. (A) The question asks for the customer's reaction, and the response describes it.

22. (B) 'Why don't you...?' is a suggestion, so accepting it is correct. 'Because' answers a real 'why' question.

23. (A) The question asks who designed it, and the response names the designer: an agency.

24. (C) A 'where' question needs a place: the café. 'Close' is used with a different meaning in the last choice.

25. (C) 'Who' needs a person, and the response names the finance director.

26. (C) The statement reports a problem, and the response offers to solve it. 'Runs' is a repeated-word trap.

27. (B) The answer gives neither choice but explains the meeting has moved to Thursday.

28. (B) The indirect answer means the budget is not final yet.

29. (A) A 'when' question needs a time: by Friday, depending on the weather.

30. (B) A 'why' question needs a reason: she had a flight.

31. (A) The speaker makes a suggestion, and the response agrees with it.

Listening · Part 3: Conversations

32. (A) She says, 'Welcome to Pacifica Car Rental.'

33. (D) She offers 'a midsize car instead at no extra charge'.

34. (A) She asks to see 'your driver's license and the credit card you used'.

35. (D) He is looking for 'a cookbook called Seasons on the Coast'.

36. (C) He says 'her birthday isn't until next week'.

37. (D) She says, 'If you leave me your phone number, I'll send you a text message.'

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38. (C) They talk about 'the dinner service' and a new menu.
39. (B) He says the fish supplier 'raised his prices by fifteen percent'.
40. (C) The woman asks Sam to contact other suppliers for quotes, and he agrees.
41. (C) He says, 'I need to reschedule.'
42. (C) He chooses 'Wednesday at four' and the woman books it.
43. (D) She says, 'we've moved to a new building on Grant Avenue.'
44. (D) Mr. Feldman 'is retiring', and they plan a farewell lunch.
45. (C) She means she does not have time to organize the lunch, so the man decides to ask Jason.
46. (A) She says, 'I'd be happy to contribute to a gift.'
47. (A) He says, 'I'm mostly interested in swimming.'
48. (D) If he signs up for a full year, 'we'll waive the registration fee'.
49. (D) He wants to see the pool, and a trainer will show him around.
50. (C) They discuss 'our juice packaging' and 'the bottles'.
51. (B) He says 'the bottles are hard to open'.
52. (A) The woman asks him to prepare a summary of the survey results, and he agrees.
53. (B) The man mentions 'the trade show in Chicago'.
54. (C) The package 'is being held at a warehouse' because of a label problem.
55. (D) He asks her to 'send them the correct address in writing'.
56. (A) They discuss an express train to Brighton and a signal problem on the line.
57. (A) The ten fifteen express 'has been canceled'.
58. (C) He says, 'I'd better let my client know I'll be late.'
59. (A) A tenant calls him about a leak, and he will call the plumber and come up himself.
60. (B) She is worried about waiting a few days, so she stresses that the repair is urgent.
61. (A) He will 'come up myself this afternoon and see if I can make a temporary repair'.
62. (D) They need 'a day for the company picnic'.
63. (C) The man chooses 'the day after the rain'. Heavy rain is on Saturday, so it is Sunday (cloudy).
64. (A) She asks him to 'order the food from the deli'. She will reserve the area herself.
65. (C) He wants 'Congratulations, Lena' on the cake because 'She's just been promoted.'
66. (B) About twenty-five people will attend. The large cake serves 25 people and costs $70.
67. (B) She says, 'We can also deliver it to your office for a small fee.'
68. (C) He wants to 'set up the projector and test the slides'.
69. (B) They will take 'the first express train', which departs at 7:40.
70. (B) She says she will 'print a few extra copies of the proposal'.

Listening · Part 4: Talks

71. (B) The museum 'is closed on Mondays'.
72. (D) 'Tickets for this exhibition must be booked in advance on our Web site.' Only members see it free.
73. (B) Press three 'to speak with our education department' about school group visits.
74. (C) The speaker welcomes 'shoppers' to 'Freshway Market' and mentions fresh fruit and vegetables.
75. (A) 'For faster service, our self-checkout machines... are all open.'
76. (C) 'Tomorrow is the first day of our big summer sale.'
77. (B) She describes replacing desk trash cans with recycling stations.
78. (A) Offices that made the change 'have cut their waste by nearly half'.
79. (C) 'Facilities will put up signs this week.'
80. (D) One lane is closed 'because of road repairs'.
81. (B) 'If possible, take Riverside Drive instead.'
82. (D) 'The city marathon takes place this Sunday.'
83. (C) It advertises 'Hartley Furniture's New Year Sale'.
84. (D) It is 'now just one hundred and ninety-nine dollars. That's half the usual price!'
85. (C) 'For this week only, we'll deliver and assemble your furniture for free' on purchases over $500.
86. (B) He is 'Mike from Southside Auto Repair'.

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87. (B) 'One of your rear tires is quite worn.' The brakes are in excellent condition.

88. (B) He asks her to call back and let them know about the tire.

89. (D) He is 'Chef Marco Bellini' and 'runs six restaurants across Canada'.

90. (A) He will talk about 'how restaurants can reduce food waste'.

91. (B) Copies of his book will be available, and he 'has kindly agreed to sign them'.

92. (A) He says, 'I'll be your driver and guide today.'

93. (A) They will spend extra time at the stop just before the Botanical Gardens (Stop 3), which is the Maritime Museum (Stop 2).

94. (D) 'Your ticket gives you a ten percent discount at the gift shop.'

95. (B) He says, 'Let's move on to online sales.'

96. (A) He focuses on 'the month when orders went down'. Orders fell from 1,900 in April to 1,500 in May.

97. (A) 'We've hired an outside company to test the site.'

98. (D) She calls 'about the order you placed yesterday' because one item is out of stock.

99. (B) The item ordered in a quantity of twenty is out of stock. On the form, that is black pens (20 boxes).

100. (B) Paula will send details of 'our business discount card' by e-mail.

Reading · Part 5: Incomplete Sentences

101. (C) An adverb is needed to describe how he reviewed the contract.

102. (D) 'During the first week' means at some time within that week.

103. (C) The passive present perfect 'has been promoted' is needed: someone promoted her.

104. (C) 'Before operating' gives the logical order: read first, then operate. 'Because', 'unless' and 'although' are not followed by an -ing verb here.

105. (D) An adverb is needed, matching the other adverb 'politely'.

106. (D) 'Those guests who...' uses 'those' as a determiner before a noun with a relative clause.

107. (C) After 'will be', a past participle forms the passive: will be distributed.

108. (C) An adjective is needed before the noun 'ideas'.

109. (A) 'Provided that' (= only if) introduces a condition followed by a clause. The others must be followed by a noun.

110. (D) A singular noun is needed after 'a second'.

111. (D) A possessive adjective is needed before the noun 'assistant'.

112. (D) An adverb is needed to describe the verb 'rose'.

113. (B) Expenses are 'approved' (officially accepted) by a manager before payment.

114. (C) 'While' is a conjunction followed by a clause. 'During', 'despite' and 'throughout' must be followed by a noun.

115. (D) 'By far the most...' is a fixed expression that strengthens a superlative.

116. (C) 'If they have been selected' gives a condition. 'Whether' is used with two possibilities ('whether or not').

117. (C) The present perfect needs 'has' + past participle: has increased.

118. (A) An adjective is needed before 'formats', matching 'printed'.

119. (B) 'Instead' (= in her place) fits: contact Mr. Diaz instead of Ms. Lindgren.

120. (B) 'Either... or' presents two possible choices.

121. (A) An adverb is needed to modify the adjective/participle 'located'.

122. (A) A noun is needed after 'a' and before 'of'.

123. (C) The comparative 'longer than' is needed before 'than'.

124. (B) 'Delay... until the spring' means move it to a later time. 'Cancel until' is not logical.

125. (A) 'Upon completion' is a fixed expression meaning 'when the course is completed'.

126. (C) An adverb is needed to describe the verb 'changes'.

127. (D) 'Whose' shows possession: her report.

128. (A) 'Kindly reminded' uses the adverb 'kindly' as a polite expression.

129. (D) A noun is needed after 'a long'.

130. (B) An adverb is needed after 'so' to describe the verb 'were written': so clearly.

Reading · Part 6: Text Completion

131. (D) 'Ensure that' means 'make certain that'.

132. (B) The sentence explains a condition of the warranty and leads into 'To register...'.

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133. (A) A future meaning fits: registered customers will receive reminders.

134. (B) 'From 8 A.M. to 8 P.M.' gives the start and end of a time period.

135. (B) An adjective is needed before 'retailer': the leading retailer.

136. (C) 'Enjoy' is followed by a gerund (-ing form): enjoy working.

137. (A) The sentence continues describing what employees get, after the information about training.

138. (B) 'Until May 15' gives the end point for accepting applications.

139. (B) A plural noun is needed after 'the': the arrangements.

140. (D) 'In addition' adds a second request to the first one.

141. (C) The sentence gives guidance about the length of the summary just mentioned.

142. (D) A noun is needed after 'dietary': dietary requirements.

143. (C) The verbs in the list are parallel: record, edit, and print.

144. (D) The sentence continues describing the studio's equipment and rooms.

145. (A) 'However' introduces a condition that limits the booking rule.

146. (A) 'Funded by a grant' means paid for with grant money.

Reading · Part 7: Reading Comprehension

147. (B) The rate is $2.50 per hour, 'up to a maximum of $15 per day'.

148. (A) Monthly passes are available 'at the ticket office on Level 1'.

149. (A) He is 'stuck on the bridge' because of an accident ahead.

150. (B) She is confirming that she understands she should start the meeting with the presentation in the shared folder.

151. (A) The coupon is 'Dine-in only; not valid for delivery or takeout'.

152. (A) 'Show this coupon to your server before ordering.'

153. (B) 'All employees must change their computer passwords by Friday, March 22.'

154. (C) 'Accounts with old passwords will be locked.'

155. (A) It announces registration for fall classes at the community center.

156. (D) 'Residents of Lindenwood receive a 20 percent discount.'

157. (C) Proof of address is needed to show you are a resident, so the sentence fits at [3], right after the resident discount.

158. (B) It is the 'grand opening of the Dunmore Gallery'.

159. (D) 'Ms. Price will give a short talk about her work at 7:00 P.M.'

160. (C) Replies help the gallery 'plan for the right number of guests'.

161. (D) QuickFix 'was the only one that could repair it the same day'.

162. (B) 'The repair comes with a one-year guarantee.'

163. (B) 'Priya also showed me how to protect my phone with a better case.'

164. (D) Solara Energy 'officially opened its new research center'.

165. (D) 'Being close to the university was a major reason for choosing this location.'

166. (A) The company will 'offer paid summer internships to twenty engineering students each year'.

167. (B) 'These new positions' refers to the plan to double the number of employees, so the sentence fits at [2].

168. (A) The memo explains that old scanners will be replaced with new devices.

169. (D) They 'can also show the location of each item in the warehouse'.

170. (D) Afternoon shift staff receive theirs 'on Wednesday, July 10'.

171. (C) Report problems 'to the technical team at extension 412 rather than trying to fix them yourself'.

172. (A) The brochures 'won't be ready until Thursday', after the Wednesday presentation.

173. (C) 'Their main printing machine broke down this morning.'

174. (A) He means Chloe's idea will work, because the client mainly cares about seeing the design, not holding the printed copies.

175. (B) She writes, 'I'll add the brochure pages to the slides this afternoon.'

176. (C) 'Classes are free for members.'

177. (B) She would like 'to try one of your weekend classes as a non-member'.

178. (A) She can only come on Sunday and wants Ms. Sato's class. On Sunday, Ms. Sato teaches Pilates.

179. (C) She is not a member yet, and non-members pay $12.

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180. (D) She asks, 'Could I book my place by e-mail instead?' because she does not have the app.

181. (B) 'All translations are checked by a second translator.'

182. (C) Mr. Mensah wants 'our new travel brochure translated'.

183. (D) He needs the translations 'within two business days', which matches express translation.

184. (C) It is the company's first order with Northwind, and new customers receive 10 percent off their first order.

185. (B) 'Please confirm the total cost before you begin.'

186. (B) The contest is called 'Our City at Work' and asks for photos of 'people at work in our city'.

187. (B) Each person may submit up to three photos, and he submitted 3. He entered on June 27, before the June 30 deadline.

188. (A) His photo won second prize, which is $250.

189. (D) They were impressed by 'the way you captured the early-morning light'.

190. (A) At the reception on August 2, 'the exhibition of winning photos will open'.

191. (A) Mr. Doyle writes, 'Welcome to Ardent Architects!' and sends her first-week schedule.

192. (C) 'Please bring your bank details so that we can set up your salary payments.'

193. (B) On Tuesday she has an introduction to current projects with Carla Nunez, Design Director.

194. (B) She asks about clothing and safety equipment for the construction site visit on Wednesday, which is with Omar Haddad.

195. (C) 'Set up your salary payments' means arrange or organize them.

196. (D) 'We use only environmentally friendly products.'

197. (D) The office is 'on the ground floor next to a busy road', so the windows get dirty quickly.

198. (A) She needs weekly cleaning plus windows twice a month, without daily cleaning. That is the Standard Plan, and the receipt shows $260.

199. (C) She signed a one-year contract, and plans of six months or more get the first month at half price.

200. (A) The receipt shows a one-time extra service: carpet washing for $75.

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Practice Test 2 · Listening scripts

Accents used in the recordings: American, British, Canadian and Australian English.

Part 1: Photographs

Directions: Part One. Directions. For each question in this part, you will look at a picture and hear four statements about it. The statements are spoken only once and are not printed. Choose the statement that best describes what you see in the picture, and mark your answer.

Question 1 (British English)

(A) A man is crossing a bridge on foot.

(B) Some trees are being planted beside a path.

(C) A man is riding a bicycle along a path.

(D) A man is repairing a bicycle tire.

Question 2 (American English)

(A) Two people are shaking hands.

(B) They're sitting across from each other.

(C) A woman is handing out some documents.

(D) A man is opening a door.

Question 3 (Australian English)

(A) Some people are sitting on a bench.

(B) Some leaves are being swept into a pile.

(C) A bench has been placed under a tree.

(D) A fence is being painted.

Question 4 (Canadian English)

(A) A woman is carrying a stack of books.

(B) A woman is writing in a notebook.

(C) Some shelves are being dusted.

(D) A woman is reaching for a book on a shelf.

Question 5 (American English)

(A) Some fruit is being weighed on a scale.

(B) A man is stocking some shelves.

(C) A man is paying at a cash register.

(D) A man is pushing a shopping cart.

Question 6 (British English)

(A) Some vehicles are parked in a row.

(B) A car is being washed.

(C) A road is being repaired.

(D) Some people are getting out of a car.

Part 2: Question-Response

Directions: Part Two. Directions. You will hear a question or a statement and three responses. They are spoken only once and are not printed. Choose the best response to the question or statement, and mark your answer.

Question 7 (Canadian / American English)

Where should I put these boxes of brochures?

(A) In the storage room next to the elevator.

(B) About two hundred copies.

(C) Yes, I'll put on my coat.

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Question 8 (American / British English)

When does the new receptionist start?

(A) It starts with a short video.

(B) At the front desk.

(C) She'll be here on Monday.

Question 9 (Australian / American English)

Who's going to pick up the clients from the airport?

(A) Flight 240 from Seoul.

(B) Pick any seat you like.

(C) Jonathan offered to drive.

Question 10 (British / Canadian English)

Why is the bank on Main Street closed today?

(A) It's a public holiday.

(B) Until five o'clock.

(C) No, it's quite close.

Question 11 (American / Australian English)

How long will the software installation take?

(A) On the third floor.

(B) Yes, it's installed.

(C) About twenty minutes per computer.

Question 12 (Canadian / British English)

Would you mind turning down the music a little?

(A) It's a little expensive.

(B) Sorry, I didn't realize it was so loud.

(C) I'll turn left at the corner.

Question 13 (British / American English)

Did you get a chance to look at the catalog proofs?

(A) A great chance to win.

(B) I got it at the bookstore.

(C) I'm going through them now.

Question 14 (American / Australian English)

Should I e-mail the agenda or print copies for everyone?

(A) It was on the agenda.

(B) Let's do both, just in case.

(C) Yes, I printed my name.

Question 15 (Australian / Canadian English)

Your team finished the audit early, didn't it?

(A) Yes, two days ahead of schedule.

(B) An early train.

(C) My team plays on Sundays.

Question 16 (American / British English)

Isn't the deadline for the grant application today?

(A) We applied the paint yesterday.

(B) No, it was extended until next week.

(C) Twelve dollars a day.

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Question 17 (British / American English)

Which hotel are the conference speakers staying at?

(A) They spoke very clearly.

(B) The Lindon, across from the venue.

(C) For three nights.

Question 18 (American / Canadian English)

Can you help me move this table into the lobby?

(A) Sure, just give me a minute.

(B) It's a very comfortable lobby.

(C) I moved here last year.

Question 19 (Canadian / British English)

The copier on the fourth floor is jammed again.

(A) I'll call the repair service.

(B) It's on the fifth floor.

(C) Strawberry jam, please.

Question 20 (Australian / American English)

How often do you update the company Web site?

(A) Since last March.

(B) It's a very good site.

(C) At least once a week.

Question 21 (American / British English)

What did the customer say about the delay?

(A) She was very understanding.

(B) Two or three days.

(C) I said it twice.

Question 22 (British / American English)

Why don't you take tomorrow afternoon off?

(A) Take the second exit.

(B) Thanks, I could use the rest.

(C) Because the office was closed.

Question 23 (Canadian / Australian English)

Do you know who designed the new logo?

(A) An agency in Melbourne did.

(B) Turn the sign around.

(C) Yes, it's a new design.

Question 24 (American / British English)

Where's the closest place to get lunch?

(A) At around one o'clock.

(B) I'm close to finishing.

(C) There's a café on the ground floor.

Question 25 (British / American English)

Who approved this purchase order?

(A) I prefer the other order.

(B) Office chairs and desks.

(C) It was signed by the finance director.

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Question 26 (American / Canadian English)

We're running out of printer paper.

(A) The printer is new.

(B) He runs every morning.

(C) I'll order some this afternoon.

Question 27 (Australian / American English)

Is the client meeting on Tuesday or Wednesday?

(A) We met at the station.

(B) They asked to move it to Thursday.

(C) Yes, it is.

Question 28 (Canadian / British English)

Has the marketing budget been finalized?

(A) It was a final offer.

(B) We're still waiting for the director's approval.

(C) The market opens at eight.

Question 29 (American / Australian English)

When will the repairs to the roof be finished?

(A) If the weather's good, by Friday.

(B) With a new ladder.

(C) The roof is green.

Question 30 (British / Canadian English)

Why did Ms. Hayashi leave the meeting early?

(A) Yes, the meeting went well.

(B) She had to catch a flight.

(C) Early in the morning.

Question 31 (American / British English)

I think we should hire a temporary assistant for the busy season.

(A) That's a good idea. I'll talk to HR.

(B) It was very busy yesterday.

(C) He's been hired permanently.

Part 3: Conversations

Directions: Part Three. Directions. You will hear conversations between two or more people. After each conversation, answer three questions about what the speakers say. Choose the best answer to each question. The questions and answer choices are printed, and the conversations are spoken only once.

Questions 32–34 (American / British English)

Narrator: Questions 32 through 34 refer to the following conversation.

Woman: Hi, welcome to Pacifica Car Rental. Do you have a reservation?

Man: Yes, under the name Elliot Brown. I booked a compact car for four days.

Woman: Thank you, Mr. Brown. I'm sorry, but all of our compact cars are out at the moment. A customer returned one late this morning. I can give you a midsize car instead at no extra charge.

Man: Oh, that's fine. Actually, a bigger car will be more comfortable. I'll be driving to the mountains this weekend.

Woman: Great. Could I see your driver's license and the credit card you used for the booking, please?

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Questions 35–37 (American / Australian English)

Narrator: Questions 35 through 37 refer to the following conversation.

Man: Hi, I'm looking for a cookbook called Seasons on the Coast. Your Web site says you have it, but I can't find it on the shelf.

Woman: Let me check our system. Hmm, it looks like we sold the last copy yesterday. But we're getting a new shipment on Thursday.

Man: Thursday's fine. It's a birthday present for my sister, and her birthday isn't until next week.

Woman: Then I can put a copy aside for you. If you leave me your phone number, I'll send you a text message when it arrives.

Man: Perfect. And could you gift-wrap it as well?

Questions 38–40 (British / American / Australian English)

Narrator: Questions 38 through 40 refer to the following conversation with three speakers.

Woman: Diego, Sam, thanks for staying after the dinner service. I wanted to talk about the new autumn menu.

Man 1 (Diego): Sure. I've tested the mushroom risotto three times now, and I think it's ready.

Woman: Good. What about the grilled salmon? I heard there's a problem with the price.

Man 2 (Sam): Yes. Our fish supplier raised his prices by fifteen percent this month. If we keep the salmon, we'll have to charge more for it.

Woman: Hmm. Let's ask a few other suppliers for quotes before we decide. Sam, could you contact them this week?

Man 2 (Sam): No problem. I'll have some numbers for you by Friday.

Questions 41–43 (Canadian / American English)

Narrator: Questions 41 through 43 refer to the following conversation.

Woman: Good morning, Bright Smile Dental Clinic. How can I help you?

Man: Hello, this is Victor Lang. I have a checkup scheduled for tomorrow at three, but something came up at work, and I need to reschedule.

Woman: No problem, Mr. Lang. Dr. Okoro has an opening on Monday at nine thirty, or Wednesday at four.

Man: Wednesday at four would be better. I can come straight from the office.

Woman: All right, you're booked. Just a reminder: we've moved to a new building on Grant Avenue. The address is in the confirmation e-mail I'm sending you now.

Questions 44–46 (Canadian / American English)

Narrator: Questions 44 through 46 refer to the following conversation.

Man: Natalie, you know that Mr. Feldman is retiring at the end of the month, right? Some of us want to organize a farewell lunch for him.

Woman: That's a nice idea. He's been with the company for almost thirty years.

Man: Exactly. Could you help me choose a restaurant and send out the invitations?

Woman: Well, I'm preparing for the auditors' visit this week.

Man: Oh, of course. Don't worry. I'll ask Jason instead. But will you be able to come to the lunch?

Woman: Definitely. And I'd be happy to contribute to a gift.

Questions 47–49 (British / American English)

Narrator: Questions 47 through 49 refer to the following conversation.

Man: Hi. I'm thinking of joining the gym. Could you tell me about your membership options?

Woman: Of course. Our basic membership is forty dollars a month and includes the gym and the pool. For fifty-five dollars, you also get unlimited group fitness classes.

Man: I'm mostly interested in swimming, so the basic option sounds right. Is the pool open early in the morning?

Woman: Yes, from five thirty on weekdays. And this month, if you sign up for a full year, we'll waive the registration fee.

Man: That's a good deal. Can I have a look at the pool before I decide?

Woman: Sure. I'll ask one of our trainers to show you around.

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Questions 50–52 (Australian / Canadian English)

Narrator: Questions 50 through 52 refer to the following conversation.

Woman: Owen, have you seen the results of the customer survey about our juice packaging?

Man: Yes. A lot of customers said the bottles are hard to open, especially older customers.

Woman: Right. And many people also said they'd like to see the nutrition information printed larger.

Man: I think we should ask the design team to make some new samples. We could test them with a small group of customers next month.

Woman: Good idea. I'll set up a meeting with the designers for Thursday. Can you prepare a summary of the survey results for them?

Man: Sure, I'll have it ready by Wednesday.

Questions 53–55 (American / Canadian / British English)

Narrator: Questions 53 through 55 refer to the following conversation with three speakers.

Man: Rosa, Emma, the trade show in Chicago starts on Tuesday. Is everything ready for our booth?

Woman 1 (Rosa): Mostly. The banners and product samples were shipped on Friday. But the tracking information says the package is being held at a warehouse in Detroit.

Man: Held? Why?

Woman 2 (Emma): I called the shipping company this morning. Apparently, there was a problem with the address label. They said they can deliver it to the convention center by Monday afternoon.

Man: That's cutting it close, but it should work. Emma, could you send them the correct address in writing, just to be safe?

Woman 2 (Emma): I'll do it right after this meeting.

Questions 56–58 (Australian / American English)

Narrator: Questions 56 through 58 refer to the following conversation.

Man: Excuse me. I bought a ticket for the ten fifteen express to Brighton, but the board says it's been canceled.

Woman: Yes, I'm sorry. There's a signal problem on the line. The next train to Brighton is at eleven, but it's a local train, so it makes more stops.

Man: How much longer will that take?

Woman: It arrives about twenty-five minutes later than the express would have. Your ticket is valid on that train, and you can apply for a partial refund on our Web site.

Man: OK. I'd better let my client know I'll be late.

Questions 59–61 (British / American English)

Narrator: Questions 59 through 61 refer to the following conversation.

Woman: Hello, Mr. Novak? It's Clara Benson in apartment 4B. The kitchen faucet is leaking again. There's water all over the floor.

Man: Oh, I'm sorry, Ms. Benson. I'll call the plumber right away. But he usually needs a few days' notice.

Woman: A few days? I can't use the sink until it's fixed.

Man: I understand. For now, turn off the valve under the sink, and the leaking will stop. I'll come up myself this afternoon and see if I can make a temporary repair.

Woman: Thank you. I'll be home after two.

Questions 62–64 (American / British English)

Narrator: Questions 62 through 64 refer to the following conversation and weather forecast.

Woman: Andrew, we need to decide on a day for the company picnic at Lakeside Park. Have you seen the forecast?

Man: Yes. Saturday doesn't look good at all. And most people are working on Friday, so that's out too.

Woman: What about Monday? It's a holiday.

Man: A lot of staff have family plans on the holiday. Let's go with the day after the rain. It won't be sunny, but it'll be dry.

Woman: OK. I'll reserve the picnic area by the lake. Could you order the food from the deli on Fourth Street?

Man: Sure. I'll call them this afternoon.

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Questions 65–67 (Canadian / Australian English)

Narrator: Questions 65 through 67 refer to the following conversation and price list.

Man: Hi, I'd like to order a cake for an event at my office next Friday.

Woman: Of course. How many people will be there?

Man: Our department has twenty people, and a few guests from another office are coming, so let's say about twenty-five.

Woman: Then I'd suggest this size. It serves exactly that many. What flavor would you like?

Man: Chocolate, please. And could you write 'Congratulations, Lena' on top? She's just been promoted.

Woman: Certainly. We can also deliver it to your office for a small fee.

Questions 68–70 (Canadian / American English)

Narrator: Questions 68 through 70 refer to the following conversation and timetable.

Woman: Kenji, our meeting at Ashford Engineering starts at nine thirty tomorrow morning. Which train should we take?

Man: I'd like to get there a bit early so we can set up the projector and test the slides. Let's take the first express train.

Woman: Good idea. That gives us almost an hour. Should I buy the tickets online?

Man: Yes, please. They're cheaper if you buy them the day before. I'll meet you on the platform.

Woman: OK. I'll also print a few extra copies of the proposal, in case more people join the meeting.

Part 4: Talks

Directions: Part Four. Directions. You will hear talks given by a single speaker. After each talk, answer three questions about what the speaker says. Choose the best answer to each question. The questions and answer choices are printed, and the talks are spoken only once.

Questions 71–73 (British English)

Narrator: Questions 71 through 73 refer to the following recorded message.

Speaker: Thank you for calling the Westbrook Museum of Science. The museum is open from ten a.m. to six p.m., Tuesday through Sunday, and is closed on Mondays. Our newest exhibition, Journey to the Stars, opens on the first of next month. It features a full-size model of a space station that visitors can walk through. Because we expect large crowds, tickets for this exhibition must be booked in advance on our Web site. Museum members can see the exhibition free of charge. For information about school group visits, please press three to speak with our education department.

Questions 74–76 (American English)

Narrator: Questions 74 through 76 refer to the following announcement.

Speaker: Good evening, shoppers, and thank you for choosing Freshway Market. Just a reminder that the store will close in fifteen minutes, at ten p.m. Please bring your final purchases to the checkout. For faster service, our self-checkout machines near the main entrance are all open. And don't forget, tomorrow is the first day of our big summer sale. All fresh fruit and vegetables will be twenty percent off for one week. Members of our Freshway Rewards program can also earn double points on every purchase during the sale.

Questions 77–79 (Australian English)

Narrator: Questions 77 through 79 refer to the following excerpt from a meeting.

Speaker: OK, everyone, one more item before we finish. As you know, the company wants to reduce the amount of waste we produce. So, starting next Monday, we're removing the small trash cans from under everyone's desks. Instead, there'll be recycling stations in each kitchen area, with separate bins for paper, plastic and food waste. I know some of you may find this inconvenient at first. But other offices that have made this change have cut their waste by nearly half. Facilities will put up signs this week showing what goes in each bin. If you have any questions, Tomasz from facilities will be happy to help.

Questions 80–82 (Canadian English)

Narrator: Questions 80 through 82 refer to the following traffic report.

Speaker: This is Ryan Clarke with your morning traffic update on Radio Ninety-Two. Drivers heading downtown on Highway Seven should expect long delays this morning. One lane is closed near the Kingston Bridge because of road repairs, and traffic is moving very slowly. The work is scheduled to continue until Thursday. If possible, take Riverside Drive instead, which is moving well. Also, remember that the city marathon takes place this Sunday, so several streets in the city center will be closed from six a.m. to two p.m. Stay tuned for the weather after this short message from our sponsor.

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Questions 83–85 (American English)

Narrator: Questions 83 through 85 refer to the following advertisement.

Speaker: Is your home office ready for the new year? Come to Hartley Furniture's New Year Sale and save up to forty percent on desks, office chairs and bookcases. Our best-selling ergonomic chair, the Comfort Pro, is now just one hundred and ninety-nine dollars. That's half the usual price! And for this week only, we'll deliver and assemble your furniture for free on any purchase over five hundred dollars. Can't make it to one of our stores? Everything is also available on our Web site. Hartley Furniture: comfort that works as hard as you do.

Questions 86–88 (British English)

Narrator: Questions 86 through 88 refer to the following telephone message.

Speaker: Hello, this message is for Ms. Ingrid Sorensen. This is Mike from Southside Auto Repair. We've finished the oil change and the brake inspection on your car. The good news is that the brakes are in excellent condition. However, our mechanic noticed that one of your rear tires is quite worn. It's still safe to drive for now, but I'd recommend replacing it in the next month or so. We have that tire in stock, so we could do it today if you like. Your car will be ready for pickup after four. Please call us back at five five five, zero one six three, and let us know about the tire.

Questions 89–91 (Canadian English)

Narrator: Questions 89 through 91 refer to the following introduction.

Speaker: Good afternoon, and welcome to the final session of this year's Hospitality Leaders Conference. I'm delighted to introduce our next speaker, Chef Marco Bellini. Chef Bellini opened his first small café in Toronto twelve years ago. Today, he runs six restaurants across Canada, and his recent book, Simple Food, Happy Guests, has been translated into nine languages. This afternoon, he'll be sharing his ideas on how restaurants can reduce food waste while keeping costs down. After his talk, copies of his book will be available at the registration desk, and Chef Bellini has kindly agreed to sign them. Please join me in welcoming Chef Marco Bellini.

Questions 92–94 (American English)

Narrator: Questions 92 through 94 refer to the following talk and itinerary.

Speaker: Good morning, everyone, and welcome aboard the Harbor City bus tour. I'm Jake, and I'll be your driver and guide today. Our tour takes about three hours, and you can get off and back on at each stop. Before we leave, I have one change to announce. The Botanical Gardens are closed today for a private event, so we won't stop there. Instead, we'll spend some extra time at the stop just before it. And remember, your ticket gives you a ten percent discount at the gift shop on Sunset Pier. Please keep your ticket with you at all times. All right, let's go!

Questions 95–97 (Australian English)

Narrator: Questions 95 through 97 refer to the following excerpt from a meeting and chart.

Speaker: Let's move on to online sales. As you can see on the chart, orders through our Web site went up overall this spring. June was our best month, thanks to the summer catalog. But I'd like to focus on the month when orders went down. That was the month our Web site was being updated, and many customers told us the checkout page wasn't working properly. To make sure this doesn't happen again, we've hired an outside company to test the site before any future changes go live. I'll share their testing plan at our next meeting.

Questions 98–100 (American English)

Narrator: Questions 98 through 100 refer to the following telephone message and order form.

Speaker: Hi, this is Paula from Bluebird Office Supply, calling about the order you placed yesterday. We can ship almost everything today. Unfortunately, the item you ordered twenty of is out of stock until next Wednesday. We can send it separately when it arrives, at no extra shipping cost. Or, if you prefer, we have a similar product from another brand in stock right now, at the same price. Please let me know which option you'd like. Also, I noticed your company has ordered from us several times this year, so you now qualify for our business discount card. I'll send you the details by e-mail.

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Score conversion table

Count your correct answers in each section (raw score), then find your estimated scaled score below. Add Listening and Reading for an estimated total out of 990.

Correct answers	Listening (estimated)	Reading (estimated)
96–100	490–495	475–495
91–95	460–480	445–470
86–90	435–455	415–440
81–85	410–430	390–410
76–80	385–405	360–380
71–75	355–380	335–355
66–70	330–350	305–330
61–65	300–320	280–300
56–60	270–295	250–270
51–55	240–265	220–245
46–50	210–235	190–215
41–45	180–205	165–185
36–40	155–175	135–160
31–35	125–150	110–130
26–30	100–120	80–100
21–25	70–90	55–75
16–20	50–65	30–50
11–15	30–45	15–25
6–10	5–25	5–10
1–5	5	5
0	5	5

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