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Use context beyond the sentence

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Text-completion tasks place gaps within connected workplace writing such as emails, notices or articles. A choice may depend on a sentence before or after the gap, not only the local grammar. Identify the document's purpose and participants before answering. A reminder, apology and invitation create different expectations for tone and content.

Read the whole short text once to understand its direction. Then inspect each gap for grammar, vocabulary and cohesion. A pronoun may refer to an earlier noun; a tense may depend on an event described in the opening. After filling the gaps, reread the document to ensure it still makes sense as a communication. During review, name the wider clue that controlled an answer. This prevents a habit of treating every blank as an isolated Part 5 sentence and helps you understand how workplace texts develop a message across several sentences.

Worked examples

Opening: a customer reports a damaged item. Later gap: a polite apology or replacement offer may fit.

Tense link: a completed inspection yesterday should remain consistent with the reported result.

Try it yourself: language control

1. Choose: The latest email states the final (venue / original announcement).

2. Correct: Applications received after Friday will not considered.

3. Choose: The policy applies to permanent staff; contractors are (exempt / exempted of).

4. Choose: The closest answer must be supported by (the documents / a guess about company policy).

5. Choose: Please complete the survey (at / by) your earliest convenience.

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Emails, notices and advertisements

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Single-document reading uses practical texts with a clear communicative purpose. Begin with the document type, writer, audience and subject. In an email, the opening may explain why the writer is contacting someone; a notice may state a rule; an advertisement may combine an offer with eligibility conditions. Read headings and formatting, but verify details in the full text.

For each question, locate the evidence and read the relevant sentence carefully. Keep dates, prices and conditions connected to the correct item. An advertisement may give a low starting price that excludes delivery, while a notice may require advance booking. Do not import assumptions from similar services you know. During review, state the answer and the supporting phrase in plain English. If two choices seem possible, compare their exact claims with the text rather than choosing the one that sounds more natural outside the document.

Worked examples

Condition: Free delivery applies only to orders above the stated amount.

Purpose: An email requesting a revised invoice is not necessarily cancelling the order.

A conference itinerary

The original conference programme lists registration at eight thirty, an opening talk at nine and a workshop at ten. Lunch begins at twelve. The afternoon panel starts at one thirty and the programme closes at four. Participants who booked accommodation should collect room information from the travel desk, not the registration desk. Workshop places are limited to forty, and a confirmation email is required for entry. The organiser will publish urgent changes on the noticeboard beside reception. Requests for a certificate should be made before leaving the venue.

Find evidence in the text

1. What time does registration begin?
2. Which desk provides accommodation information?
3. What is required for workshop entry?
4. Where will urgent changes be displayed?
5. When should certificate requests be made?

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Link emails, schedules and attached information

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Multiple-document tasks require combining evidence across related texts. First identify how the documents connect: an email may refer to a schedule, an order may be followed by a complaint, or an advertisement may be paired with a customer enquiry. Keep names, dates and reference numbers distinct. One text may update information in another, so chronology can control the answer.

For each question, decide whether one document is sufficient or a cross-reference is needed. Locate the relevant details in both sources and combine only what is justified. A customer's requested delivery date is not necessarily the supplier's confirmed date. In review, write a short evidence chain naming the document that supplies each part. This makes errors visible: you may have read both texts accurately but connected the wrong person or item. Practise with genuine paired information rather than treating several unrelated passages as a multi-document task.

Worked examples

Link: An order number in a complaint connects it to the original confirmation.

Update: A later email changes the arrival date shown in the earlier schedule.

Apply the skill

1. Plan your standard TOEIC Listening and Reading test timing. Identify the two timed sections and what to review after practice.

2. Explain how to answer a question when a later notice changes two details but keeps the rest unchanged.

3. Write an evidence note explaining why the certificate has not been proved issued.

Use separate paper or a device recording for longer responses. Keep your attempt for feedback. This is EWS skill practice, not an official score.

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