Listen for workplace details

TOEIC L&R - selected listening and reading skills

Name: _____ Date: _____

Listen for meaning

Listen for the detail asked for. Check changes of time, place and plans. Ask a helper to read the scripts in the separate guide.

Example: If a meeting moves from nine to ten, the new time is ten.

Ask a helper to read the three scripts from the separate answer guide. Keep that guide hidden during your first attempt. Listen twice for this practice activity.

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Try it yourself

1. Conversation 1: What time will the delivery now arrive? A 10.00 / B 10.30 / C 11.30

2. Conversation 1: Who needs to be informed? A The warehouse team / B The customers / C The security company

3. Conversation 2: What is the problem? A The lift is being repaired / B The room is too cold / C The booking is cancelled

4. Conversation 2: What change will be requested? A An earlier date / B A ground-floor room / C A new lecturer

5. Announcement: When will the workshop begin? A 1.15 / B 2.15 / C 2.50

6. Announcement: What should participants collect if they do not have it? A A notebook / B A badge / C A case study

Read an email and a notice

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Understand the idea

Read once for the main idea. Read again to find the detail or evidence needed for each answer.
Example: A question beginning Why needs a reason supported by the text.
Read both original workplace texts and choose the best answer.
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EMAIL
To: Visitor Coordinator
Subject: Friday visit
Our group has increased from eight to twelve visitors. We still plan to arrive at 9.30 a.m. on Friday. Please confirm whether the original booking can cover the larger group. I will send the visitor names once the change is approved. Thank you, Lila.

VISITOR NOTICE
All visitors must report to reception and wear a visitor badge. Group visits of more than ten people require advance confirmation. The coordinator must receive visitor names by the day before arrival.
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Try it yourself

1. Why is Lila writing? A To change a booking / B To complain about a meal / C To advertise a course

2. How many visitors does Lila want to bring? A 8 / B 12 / C 20

3. What is required before the visit? A A printed map / B Visitor names / C Full payment for a course

4. Where should visitors report? A Reception / B The warehouse / C The training room directly

5. Which booking condition is relevant? A Groups over ten need advance confirmation / B Visitors cannot enter after nine / C Cameras are compulsory

6. What should Lila do next? A Obtain confirmation for the larger group, then send the names / B Cancel the visit / C Ask visitors to arrive unannounced