The TOEIC logo features the letters 'TOEIC' in a bold, black, sans-serif font. The letter 'O' is replaced by a solid blue circle. A registered trademark symbol (®) is positioned at the top right of the 'C'.

Test of English for International Communication

Examinee Handbook



Helping Individuals Succeed

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About the TOEIC test

The TOEIC® (Test of English for International Communication) test is an English language proficiency test for people whose native language is not English. It measures the everyday English skills of people working in an international environment. The scores indicate how well people can communicate in English with others in business, commerce, and industry. The test does not require specialized knowledge or vocabulary beyond that of a person who uses English in everyday work activities.

WHAT IS THE FORMAT OF THE TOEIC TEST?

The TOEIC test is a two-hour multiple-choice test that consists of 200 questions divided into two sections:

- ▶ **Listening Comprehension Section:** There are 100 listening comprehension questions administered by audiocassette. There are four types of questions. You will listen to a variety of statements, questions, short conversations, and short talks recorded in English, then you will answer the questions. Total time: approximately 45 minutes.
- ▶ **Reading Section:** There are 100 reading questions, consisting of three types of questions. You will read a variety of materials and respond at your own pace to questions based on the content of the materials. Total time: 75 minutes.

You will respond to test questions by marking one of the letters (A), (B), (C), or (D) with a pencil on a separate answer sheet. Although the actual testing time is approximately two hours, additional time is needed to allow you to complete the background questions on the answer sheet. Therefore, you should allow approximately 2.5 hours to take the test.

WHO TAKES THE TOEIC TEST?

- ▶ personnel who use English in real-life work settings, such as businesses, hotels, hospitals, restaurants, international meetings, conventions, and sports events
- ▶ managerial, sales, and technical employees in international business, commerce, and industry who require English for their work
- ▶ candidates for training to be conducted in English
- ▶ individuals in English-language training programs

Here are some of the people who have taken the TOEIC test:



"I always include my TOEIC scores in my curriculum vitae because they are recognized by the most important companies."

◀ Victoria Sanchez Lozano, **Spain**

"English oral and written abilities are a basic and essential requirement for my work in the international sales division. My TOEIC results have given me extra confidence at work."

Michelle Hsiao, Taiwan ▶



"As a teacher, it is important for me to set a good example for my students by continually working on my English skills. My students and I like TOEIC because it gives an accurate picture of one's English."

◀ **Shunji Suga, Japan**



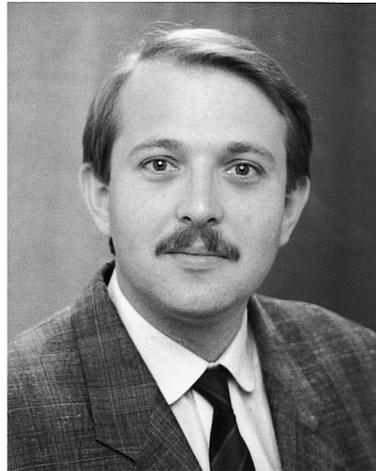
“English has become our daily second language because of its importance in both our personal and work lives. You have to be aware of your English level – and try to improve it – if you want to be successful in this environment. Taking TOEIC has motivated me to work harder on improving my English.”

◀ Dolores Romo García, **Mexico**

“I have never before taken a test like TOEIC, so I have never known what my level is in English. Now that I know my score, I have all the more reason to work hard and do better in English.”

Johannes Tulung, **Indonesia** ▶





"TOEIC reflects the business ambience – the intensity, the concentration, and the need to react quickly – that is present when I use English with clients."

◀ Etienne Gruber, **Switzerland**

Commonly Asked Questions

WHY TAKE THE TOEIC TEST?

The TOEIC test is the choice of more than 2 million examinees a year and is recognized by thousands of corporations. As a fair and objective measure of English proficiency, the TOEIC test will enable you to:

- ▶ verify your current level of English proficiency
- ▶ qualify for a new position and/or promotion in your company
- ▶ enhance your professional credentials
- ▶ monitor your progress in English
- ▶ set your own learning goals
- ▶ involve your employer in advancing your English ability

WHEN AND WHERE CAN I TAKE THE TOEIC TEST?

TOEIC testing can be arranged through corporations or other organizations that ask employees or job applicants to take the TOEIC test. Many language-training programs and schools offer TOEIC testing as well. If testing has not been arranged through your organization, you can contact your local TOEIC representative to find out when and where you can take the test. The TOEIC test is available throughout the world.

HOW MUCH DOES THE TOEIC TEST COST?

TOEIC prices vary worldwide according to local markets. To inquire about pricing in your area, contact your local representative.

WHAT SCORE DO I NEED TO “PASS” THE TOEIC TEST?

The TOEIC test is not the kind of test that one “passes” or “fails.” Not every job or task requires the same level of English proficiency. Because it was developed specifically to meet the needs of working people, the TOEIC test measures many levels of ability. It enables people to demonstrate what they currently can accomplish in English. The single, continuous scale also makes it possible for learners to set attainable goals and to measure their progress as their English improves.

Many companies use the TOEIC test to set their own score standards based on the levels of English necessary to carry out particular responsibilities. Your company may require that employees have a minimum TOEIC score because the corresponding level of English is needed on the job. Many companies offer English training to help their employees reach target TOEIC scores reflecting specific levels of proficiency based on professional need.

DOES THE TOEIC TEST MEASURE SPEAKING AND WRITING?

The TOEIC test measures listening and reading directly. These skills can be tested objectively, cost-effectively, and efficiently. Testing speaking and writing directly requires considerable time and expense, both for administering the test and for scoring. The decision to test only listening and reading directly on the TOEIC test was a response to the needs of clients and test takers for a rapid, affordable, and convenient service, as well as for high reliability.

The TOEIC test provides an indirect measure of speaking and writing. Studies with large samples of nonnative speakers of English from around the world have confirmed a strong link between TOEIC results and an oral interview. Smaller studies have shown a similar link with writing skills.

FROM WHAT KIND OF CONTEXTS ARE THE TOEIC TEST QUESTIONS DRAWN?

These are some examples of the settings and situations you may find in TOEIC test questions:

- ▶ **Corporate Development:** research, product development
- ▶ **Dining Out:** business and informal lunches, banquets, receptions, restaurant reservations
- ▶ **Entertainment:** cinema, theater, music, art, exhibitions, museums, media
- ▶ **Finance and Budgeting:** banking, investments, taxes, accounting, billing
- ▶ **General Business:** contracts, negotiations, mergers, marketing, sales, warranties, business planning, conferences, labor relations
- ▶ **Health:** medical insurance, visiting doctors, dentists, clinics, hospitals
- ▶ **Housing/Corporate Property:** construction, specifications, buying and renting, electric and gas services
- ▶ **Manufacturing:** assembly lines, plant management, quality control
- ▶ **Offices:** board meetings, committees, letters, memoranda, telephone, fax and e-mail messages, office equipment and furniture, office procedures
- ▶ **Personnel:** recruiting, hiring, retiring, salaries, promotions, job applications, job advertisements, pensions, awards
- ▶ **Purchasing:** shopping, ordering supplies, shipping, invoices
- ▶ **Technical Areas:** electronics, technology, computers, laboratories and related equipment, technical specifications
- ▶ **Travel:** trains, airplanes, taxis, buses, ships, ferries, tickets, schedules, station and airport announcements, car rentals, hotels, reservations, delays and cancelations

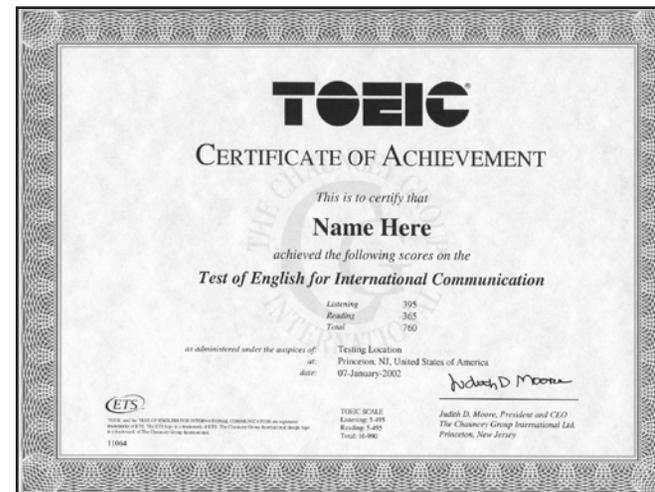
Certificate of Achievement

The TOEIC Certificate of Achievement is an acknowledgement of your English proficiency.

The Certificate of Achievement features:

- ▶ your name
- ▶ your scores
- ▶ test date and location
- ▶ administering organization
- ▶ watermark on back
- ▶ a format that is suitable for framing

To order your certificate, please contact your local TOEIC representative. The TOEIC Certificate of Achievement is not available through some services.



Preparing to take the TOEIC Test

HOW TO GET READY TO TAKE THE TOEIC TEST

The TOEIC test is not based on the content of any particular English course, but rather on your proficiency – your overall ability to use English. Improvement in proficiency may take some time and is generally achieved through a combination of practice and study. As a test of general English proficiency in an international working environment, the TOEIC test does not test “business English.” You are not required to know specialized business and technical vocabulary beyond that of a person who uses English in everyday work activities.

Here are some things you can do to get ready for the TOEIC test:

- ▶ Become familiar with the test format and how to mark your answers on the answer sheet. You can then focus your attention on the questions themselves, rather than on the format. Review carefully the test directions and the sample questions on pages 12-32 and the sample answer sheet and sample Background Questionnaire on pages 33-36.
- ▶ Immerse yourself in the language as frequently as possible and in as many ways as possible if it has been some time since you have had contact with English. Reading, watching TV and videos, listening to tapes, taking an English course, and speaking with friends and colleagues are some of the ways to practice English.
- ▶ Pay close attention to the time during the Reading section of the test. In the Reading section (75 minutes) you have to pace yourself – so work quickly and if you do not know the answer to a question, come back to it later.

DURING THE TEST

- ▶ Work quickly and carefully.
- ▶ Do not spend too much time on any one question.
- ▶ Mark your answers on your answer sheet and not in the test book.
- ▶ Mark only one answer for each question.
- ▶ Try to answer every question to the best of your ability.

You may not use note paper. You will receive credit only for answers marked in the circles on the answer sheet. Your score will be based on the number of questions you answer correctly. If you mark more than one answer, that question will be counted wrong — even if one of the answers you marked is correct.

Sample Questions

With 200 questions, the TOEIC test measures a wide range of English proficiency. The following sample questions do not indicate the full range of difficulties you would find in an actual TOEIC test.

GENERAL DIRECTIONS

The following general directions are taken directly from the test book. After the general directions are specific directions for each part of the test, along with sample questions for each of the parts.

This is a test of your ability to use the English language. The total time for the test is approximately two hours. It is divided into seven parts. Each part of the test begins with a set of specific directions. Be sure you understand what you are to do before you begin work on a part.

You will find that some of the questions are harder than others, but you should try to answer each question to the best of your ability. Your score will be based on the number of questions you answer correctly.

Do not mark your answers in this test book. **You must put all of your answers on the separate answer sheet** that you have been given. When putting your answer to a question on your answer sheet, be sure to fill in the answer space corresponding to the letter of your choice. Fill in the space so that the letter inside the circle cannot be seen, as shown in the example on the following page.

EXAMPLE

Mr. Jones ----- to his accountant yesterday.

- (A) talk
- (B) talking
- (C) talked
- (D) to talk

Sample Answer

- (A) (B) ● (D)

The sentence should read, "Mr. Jones talked to his accountant yesterday." Therefore, you should choose answer (C). Notice how this has been done in the example above.

Mark only **one** answer for each question. If you change your mind about an answer after you have marked it on your answer sheet, completely erase your old answer and then mark your new answer. You must mark the answer sheet carefully so that the test-scoring machine can accurately record your test score.

Section 1: Listening Comprehension

In this section of the test, you will have the chance to show how well you understand spoken English. There are four parts to this section, with special directions for each part.

PART I: PHOTOGRAPHS

Directions: For each question, you will see a picture in your test book and you will hear four short statements. The statements will be spoken just one time. They will not be printed in your test book, so you must listen carefully to understand what the speaker says.

When you hear the four statements, look at the picture in your test book and choose the statement that best describes what you see in the picture. Then, on your answer sheet find the number of the question and mark your answer. Look at the sample on the next page.

**EXAMPLE**

You will hear:

Now listen to the four statements.

- (A) They're looking out of the window.
- (B) They're having a meeting.
- (C) They're eating in a restaurant.
- (D) They're moving the furniture.

Sample Answer

(A) ● (C) (D)

Statement (B), "They're having a meeting," best describes what you see in the picture. Therefore, you should choose answer (B).

SAMPLE QUESTIONS**Question 1**

You will see:

1.



You will hear:

1. Look at the picture marked number 1 in your test book.
 - (A) She's speaking into a microphone.
 - (B) She's put on her glasses.
 - (C) She has both eyes open.
 - (D) She's using a microscope.

Question 2

You will see:

2.



You will hear:

2. Look at the picture marked number 2 in your test book.

- (A) The tables are being moved around.
- (B) The waiters are wearing jackets.
- (C) All the chairs are occupied.
- (D) The two men are waiting to be seated.

PART II: QUESTION-RESPONSE

Directions: In this part of the test, you will hear a question or statement spoken in English, followed by three responses, also spoken in English. The question or statement and the responses will be spoken just one time. They will not be printed in your test book, so you must listen carefully to understand what the speakers say. You are to choose the best response to each question or statement.

Example

Now listen to a sample question.

Sample Answer

- (B) (C)

You will hear: Good morning, John. How are you?

You will also hear: (A) I am fine, thank you.
(B) I am in the living room.
(C) My name is John.

The best response to the question "How are you?" is choice (A), "I am fine, thank you." Therefore, you should choose answer (A).

SAMPLE QUESTIONS**Question 1**

You will hear: 1. Ms. Morikawa has worked here for a long time, hasn't she?

(A) At three o'clock.
(B) No, I've lost my watch.
(C) More than ten years.

Question 2

You will hear: 2. Which of these papers has a wider circulation?

(A) The morning edition.
(B) Get more exercise.
(C) By messenger.

Question 3

You will hear:

3. Have you been to Paris before?
- (A) No, they don't have it.
 - (B) Only once, about five years ago.
 - (C) Yes, there are four of them.

Question 4

You will hear:

4. Why don't we get something to eat after the meeting?
- (A) Because we are early.
 - (B) No, we don't.
 - (C) That's a good idea.

Question 5

You will hear:

5. Has Mr. García given you an assignment, or can you help me for a while?
- (A) I'm free all morning.
 - (B) Mr. García's present was very nice.
 - (C) Yes, you can.

PART III: SHORT CONVERSATIONS

Directions: In this part of the test, you will hear short conversations between two people. The conversations will not be printed in your test book. You will hear the conversations only once, so you must listen carefully to understand what the speakers say.

In your test book, you will read a question about each conversation. The question will be followed by four answers. You are to choose the best answer to each question and mark it on your answer sheet.

SAMPLE QUESTIONS**Question 1**

You will hear:

- (Man) We should think about finding another restaurant for lunch.
(Woman) Why? The food and service here are great.
(Man) Yes, but the prices are going up every week.

You will read:

- Why is this man unhappy with the restaurant?
(A) It is too noisy.
(B) It is too expensive.
(C) It is too crowded
(D) It is too difficult to find.

Question 2

You will hear:

2. (Woman A) How was Dr. Borg's recent trip to Singapore?
(Woman B) She enjoyed the tour of the port very much.
(Woman A) They say it's one of the most active in Asia.

You will read:

2. What did Dr. Borg find interesting?
- (A) The tourist center.
(B) The airport.
(C) The musical performance.
(D) The harbor.

Question 3

You will hear:

3. (Man A) We'll need to resurface this whole stretch.
(Man B) Is that really necessary? We did this section last year.
(Man A) I know. The heavy traffic in this area has ruined it in no time at all.

You will read:

3. Who are the speakers?
- (A) Police officers.
(B) Physical therapists.
(C) Road engineers.
(D) Certified accountants.

Question 4

You will hear:

4. (Woman) Your monthly payment is several weeks overdue.
(Man) I thought I had paid a month in advance. Perhaps it was delivered to the wrong address.
(Woman) You'd better check your records again.

You will read:

4. What is the man's problem?

(A) His records are lost.
(B) His payment is late.
(C) He forgot his calendar.
(D) He went to the wrong address.

Question 5

You will hear:

5. (Man) I see you've enlarged the Wakefield factory.
(Woman) Yes, starting this fiscal year we'll be able to produce 800 cars a month.
(Man) I imagine you'll be hiring more people, right?

You will read:

5. What are they discussing?

(A) New car models.
(B) Staff reductions.
(C) Plant capacity.
(D) Architectural designs.

PART IV: SHORT TALKS

Directions: In this part of the test, you will hear several short talks. Each will be spoken just one time. They will not be printed in your test book, so you must listen carefully to understand and remember what is said.

In your test book, you will read two or more questions about each short talk. The questions will be followed by four answers. You are to choose the best answer to each question and mark it on your answer sheet.

SAMPLE QUESTIONS

You will hear: **Questions 1 and 2** refer to the following announcement.

Good afternoon and welcome aboard Nordair Flight 857 from Copenhagen to Bangkok, with intermediate stops in Dubai and Calcutta. We are preparing for departure in a few minutes. At this time your seat back should be returned to its full upright position and your seat belt should be fastened. Our anticipated total flying time to Dubai is six hours and twenty-five minutes. I hope you enjoy the flight.

You will hear: Now read question 1 in your test book and answer it.

- You will read:*
1. What is the final destination of the flight?
(A) Bangkok.
(B) Copenhagen.
(C) Dubai.
(D) Calcutta.

You will hear: Now read question 2 in your test book and answer it.

- You will read:*
2. What will happen in a few minutes?
(A) The flight will land in Dubai.
(B) The passengers will board the plane.
(C) The plane will take off.
(D) The gate number will be announced.

You will hear: **Questions 3 through 5** refer to the following talk.

Ladies and Gentlemen: It gives me great pleasure to introduce Masami Suzuki, senior vice president and a member of the board of directors. Prior to joining our firm, our speaker was an award-winning professor of economics for more than a decade. Dr. Suzuki spent several years at our branch offices in Madrid and Zurich and will talk to us today about contemporary patterns in foreign trade. Please join me in giving a big welcome to Masami Suzuki.

You will hear: Now read question 3 in your test book and answer it.

You will read: 3. What is the purpose of the talk?

- (A) To nominate someone to the board of directors.
- (B) To introduce a guest speaker.
- (C) To report on a research study about university education.
- (D) To announce a sales award.

You will hear: Now read question 4 in your test book and answer it.

You will read: 4. What is Dr. Suzuki's present position?

- (A) Chief executive officer.
- (B) Branch manager.
- (C) Professor of economics.
- (D) Senior vice president.

You will hear: Now read question 5 in your test book and answer it.

You will read: 5. What is Dr. Suzuki's topic?

- (A) Establishing a branch office.
- (B) The economy of Spain.
- (C) Current international trade trends.
- (D) Life in Switzerland.

Section 2: Reading

In this section of the test you will have the chance to show how well you understand written English. There are three parts to this section, with special directions for each part.

PART V: INCOMPLETE SENTENCES

Directions: This part of the test has incomplete sentences. Four words or phrases, marked (A), (B), (C), (D), are given beneath each sentence. You are to choose the **one** word or phrase that best completes the sentence. Then, on your answer sheet, find the number of the question and mark your answer.

EXAMPLE

Because the equipment is very delicate,
it must be handled with -----.

- (A) caring
- (B) careful
- (C) care
- (D) carefully

Sample Answer

- (A) (B) ● (D)

The sentence should read, "Because the equipment is very delicate, it must be handled with care." Therefore, you should choose answer (C).

SAMPLE QUESTIONS

1. Mr. Yang's trip will ----- him away from the office for ten days.
(A) withdraw
(B) continue
(C) retain
(D) keep

2. The company that Marie DuBois started now sells ----- products throughout the world.
(A) its
(B) it
(C) theirs
(D) them

3. If your shipment is not delivered ----- Tuesday, you can request a full refund for the merchandise.
(A) at
(B) by
(C) within
(D) while

4. The hotel breakfast ----- fresh fruit juice and a choice of pastries.
(A) includes
(B) to include
(C) including
(D) was included

5. We regret to announce the ----- of the training session scheduled for April 21.
(A) denial
(B) incapability
(C) postponement
(D) dismissal

PART VII: READING COMPREHENSION

Directions: The questions in this part of the test are based on a selection of reading materials, such as notices, letters, forms, newspaper and magazine articles, and advertisements. You are to choose the **one** best answer, (A), (B), (C), or (D), to each question. Then, on your answer sheet, find the number of the question and mark your answer. Answer all questions following each reading selection on the basis of what is **stated** or **implied** in that selection.

EXAMPLE

The Museum of Technology is a “hands-on” museum, designed for people to experience science at work. Visitors are encouraged to use, test, and handle the objects on display. Special demonstrations are scheduled for the first and second Wednesdays of each month at 13:30. Open Tuesday–Friday 12:00–16:30, Saturday 10:00–17:30, and Sunday 11:00–16:30.

When during the month can visitors see special demonstrations?

- (A) Every weekend.
- (B) The first two Wednesdays.
- (C) One afternoon a week.
- (D) Every other Wednesday.

Sample Answer

(A) (B) (C) (D)

The reading selections says that the demonstrations are scheduled for the first and second Wednesdays of the month. Therefore, you should choose answer (B).

SAMPLE QUESTIONS

Questions 1-2 refer to the following card.

Welcome, Ms. Martelli,
to the Star Plaza Hotel. We hope you
have a pleasant stay. Please present this
card when enjoying our restaurant, coffee
shop, and sporting facilities and when
signing charges to your room account.

Check Out Date: 10th December

Room No. 635 P. Angelo
Desk Clerk

1. When did the guest receive this card?
 - (A) When making a room reservation
 - (B) When checking into the hotel
 - (C) When ordering a meal at a restaurant
 - (D) When paying the bill
2. Who issued this card to the guest?
 - (A) P. Angelo
 - (B) Ms. Martelli
 - (C) The hotel manager
 - (D) The restaurant cashier

Questions 3-5 refer to the following notice.

NOTICE

If you are unable to work because of an extended illness or injury that is not work-related, you may be entitled to receive weekly benefits from your employer or the firm's insurance company.

- To claim benefits, you must file a claim form within thirty days of the first day of your disability.
- Before filing the claim, you must ask your doctor to fill in the "Doctor's Statement" on the claim form, stating the period of disability.

3. To whom is this notice addressed?

- (A) Employers
- (B) Doctors
- (C) Employees
- (D) When paying the bill

4. When must the claim form be filed?

- (A) On the first of the month
- (B) On the thirtieth of the month
- (C) On the first day of disability
- (D) Within 30 days of the start of disability

5. What must be done before the claim can be submitted?
- (A) The employee's company must be notified.
 - (B) The form must be duplicated.
 - (C) The Ministry of Social Welfare must be contacted.
 - (D) The "Doctor's Statement" must be completed.

ANSWER KEY

Part I	Part II	Part III	Part IV	Part V	Part VI	Part VII
1. D	1. C	1. B	1. A	1. D	1. C	1. B
2. B	2. A	2. D	2. C	2. A	2. B	2. A
	3. B	3. C	3. B	3. B	3. C	3. C
	4. C	4. B	4. D	4. A	4. C	4. D
	5. A	5. C	5. C	5. C	5. A	5. D

TOEIC Background Questionnaire and Answer Sheet

In order to provide enhanced feedback to TOEIC clients and examinees, the TOEIC Service International will ask you to answer some additional questions at the testing session before you take the TOEIC test.

BACKGROUND QUESTIONNAIRE

The TOEIC Background Questionnaire asks about your educational, work, English language, and TOEIC test-taking experience. Your responses to the Questionnaire enable your organization to learn more about the backgrounds of people who take the test and some of the factors that affect TOEIC scores and improvement in English. Your responses to the Questionnaire are kept confidential and do not in any way affect your TOEIC scores. We encourage you to answer all of the questions. A sample of the Questionnaire is included here.

ANSWER SHEET

A sample of the answer sheet appears on pages 35 and 36 of the TOEIC Examinee Handbook.

ACCENT MARKS

If your name (family name and first name) is written with any accent marks, you should complete the top half of section 1 on side 1 of the answer sheet. Above the boxes where you will write your name, there is an area that contains accent marks. You should fill in the circle that corresponds to the accent mark above each letter that contains an accent.

GROUP CODE

Your test administrator may ask you to enter a number on side 1, section 5 of the answer sheet. The purpose of this group code is to enable TOEIC clients to keep track of the performance of a group of people who take the TOEIC test two or more times as part of a specific English training program. The test administrator will give you the appropriate number to enter in the group code section if your organization has asked for this option.

**CUSTOM
CODES**

Your test administrator may ask you to enter a number or numbers on side 2, section 12 of the answer sheet. The purpose of custom codes is to keep track of the performance of certain TOEIC examinees or groups of examinees. The test administrator will give you the appropriate number or numbers to enter in the custom codes section if your organization has asked for this option.

Before the actual test begins, if you have any questions about the TOEIC Background Questionnaire and answer sheet, please ask your test administrator.

TOEIC

Background Questionnaire

Fill in the answers to the following questions in Section II, "Questionnaire Responses," on side 2 of your answer sheet. Fill in only one answer for each question.

Section I

A. Your educational and English language background

1. Please choose the highest level of education listed below that you have completed or that you are currently enrolled in.
 - A. General secondary school
 - B. Secondary school for university entrance qualification or equivalent
 - C. Vocational school
 - D. Business/trade school or technical school
 - E. Post-secondary/undergraduate degree
 - F. Graduate or professional degree
2. How much time have you spent studying English (in secondary and post-secondary school)?
 - A. None (Skip to question 5.)
 - B. Less than 1 year
 - C. 1 year or more, but less than 2 years
 - D. 2 years or more, but less than 5 years
 - E. 5 years or more, but less than 10 years
 - F. 10 years or more
3. How much time have you spent taking English courses (not including secondary or post-secondary school) that you paid for?
 - A. None (Skip to question 5.)
 - B. Less than 1 year
 - C. 1 year or more, but less than 2 years
 - D. 2 years or more, but less than 5 years
 - E. 5 years or more
4. How often do/did these courses take place?
 - A. Less than 2 hours per week
 - B. 2 hours or more, but < 4 hours per week
 - C. 4 hours or more, but < 10 hours per week
 - D. 10 hours or more, but < 15 hours per week
 - E. 15 hours or more per week



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5. How much time altogether have you spent studying English in training sponsored by an employer?
 - A. None (Skip to question 7.)
 - B. Less than 1 year
 - C. 1 year or more, but less than 2 years
 - D. 2 years or more, but less than 5 years
 - E. 5 years or more
6. How often does/did this instruction take place?
 - A. Less than 2 hours per week
 - B. 2 hours or more, but < 4 hours per week
 - C. 4 hours or more, but < 10 hours per week
 - D. 10 hours or more, but < 15 hours per week
 - E. 15 hours or more per week

B. Your experience using English in your personal life and work

7. Not including English classes, how often do you use (read, write, listen to, or speak) English now?
 - A. Every day/almost every day
 - B. 2 to 3 times a week
 - C. Once a week
 - D. Less than once a week
8. Have you ever lived in a country in which English is the main language spoken?
 - A. No
 - B. Yes, for less than 6 months
 - C. Yes, for 6 months to 1 year
 - D. Yes, for more than 1 year

C. Your current status

9. Which of the following best describes what you do now?
 - A. Employed full or part time
 - B. Student (Skip to Section III.)
 - C. Active duty in the armed forces (Skip to Section III.)
 - D. Homemaker (Skip to Section III.)
 - E. Unemployed (Skip to Section III.)
 - F. Participating in a work-study or apprenticeship program (Skip to Section III.)

(Turn over for Sections II and III.)

TOEIC®

Background Questionnaire — Side 2

Section II

A. Your present employment situation

10. Which of the following categories best applies to your job? Choose one. (The position shown in parentheses are examples only.)
- A. Management (legislator, official, department director)
 - B. Scientific/technical professional (engineer, research scientist)
 - C. Marketing/sales (market analyst, sales representative)
 - D. Finance (financial auditor, accountant)
 - E. Teaching/Training
 - F. Professional specialist (business professional, economist, lawyer)
 - G. Customer service (airline attendant, hotel staff, travel agent)
 - H. Technician/Associate professional (physical engineering science technician, aircraft controller, safety inspector)
 - I. Clerical (secretary, bookkeeper)
 - J. Worker (trade person, machine operator, assembler, laborer)

11. What is your level in the company?

- A. Nonmanagerial/nonsupervisory
- B. Supervisory
- C. Managerial

12. About how many years have you been with your company?

- A. Less than 2 years
- B. 2 years or more, but less than 5 years
- C. 5 years or more, but less than 10 years
- D. 10 years or more

B. Your current use of English on the job

13. About how much of your time at work do you spend using English?

- A. 0 to 10%
- B. 11 to 20%
- C. 21 to 50%
- D. 51 to 100%

Questions 14-17. How important is each of the following English skills to your work? (Choose one answer for each skill.)

14. Listening

- A. Important
- B. Somewhat important
- C. Not important

15. Reading

- A. Important
- B. Somewhat important
- C. Not important

16. Speaking

- A. Important
- B. Somewhat important
- C. Not important

17. Writing

- A. Important
- B. Somewhat important
- C. Not important

Section III

A. Your experience taking the TOEIC test

18. Before today, how many times have you taken the TOEIC test?

- A. Never
- B. 1 time
- C. 2 times
- D. 3 times
- E. 4 or more times

19. When did you last take the TOEIC test?

- A. Less than 6 months ago
- B. 6 months or more, but less than 1 year ago
- C. 1 year or more, but less than 2 years ago
- D. 2 or more years ago

TOEIC®

MARKING DIRECTIONS

- Use only pencil
- Darken the circles completely
- Erase cleanly

ALWAYS MARK

1 NAME As the owner, listing one box for each letter, print your family name(s) in the first area. If you have more than one family name, leave a space between names. In the second area, fill in your first name(s). Below each box, fill in the circle containing the same letter. If your form includes only second names, fill space in using the circles across the subject.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	0	1	2	3	4	5	6	7	8	9
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	0	1	2	3	4	5	6	7	8	9
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	0	1	2	3	4	5	6	7	8	9
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	0	1	2	3	4	5	6	7	8	9

2 SEX

M F

3 COUNTRY CODE

0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9

4 LANGUAGE CODE

0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9

5 GROUP CODE
(If applicable)

0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9

6 IDENTIFICATION NUMBER

0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9

DATE OF BIRTH

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0	1	2	3	4	5	6	7	8	9

8

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***IF I HAVE A DISABILITY,
CAN I STILL TAKE THE
TOEIC TEST?***

If you require special testing arrangements because of a disability, please contact your local TOEIC representative office to discuss your needs at least two weeks in advance of the test date. Your representative will make every effort to accommodate you. There is no additional cost for special accommodations.

***DO I NEED TO
PRESENT
IDENTIFICATION AT THE
TEST SITE?***

Yes, photo identification is required. Identification must be current (not expired), and must have both your signature and a recognizable, recent photograph. Proper identification includes a passport, driver's license, national ID, or military ID.

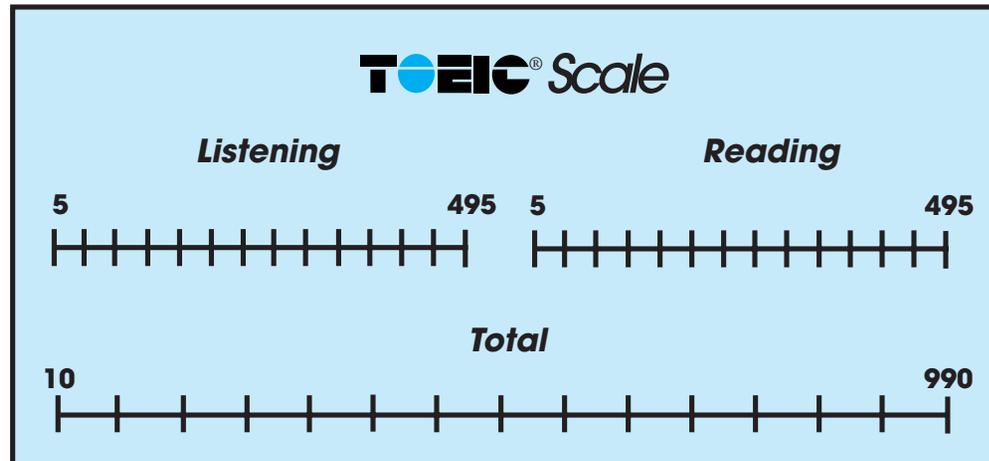
***CAN I TAKE MATERIALS
INTO THE TESTING
ROOM?***

Books, dictionaries, papers, notes, rulers, calculators, watch alarms, mobile phones, listening devices, recording or photographic equipment, highlighters, or aids of any kind are not allowed in the testing room. Scratch paper is also prohibited. Notes may not be made in the test books. You may be dismissed from the testing room or have your scores canceled if you do not follow these rules.

Your Test Scores

HOW IS THE TOEIC TEST SCORED?

The scores you will receive are determined by the number of questions you answer correctly. The number of correct responses on each section, Listening and Reading, is converted to a number on a scale of 5 to 495. Adding your Listening and your Reading scores together gives your TOEIC total score on a scale ranging from 10 to 990. The statistical procedures used to convert scores to a common scale ensures that similar TOEIC scores indicate similar levels of English proficiency. There is no penalty for wrong answers.



HOW WILL I RECEIVE MY SCORES?

If you take the test through your sponsoring organization, your sponsor will receive your score and inform you of it. If you take the test independently, you will receive your score report directly.

WHAT DO MY SCORES MEAN?

The best way to know what your scores mean is to compare them to those of people who are using English in their work. Because the TOEIC test can be applied to almost any international work situation where English is used, scores have been linked to particular positions and/or job functions. The kind of work you perform now or will be performing in the future will determine the level of English you will need. Below are some real examples of the scores various companies require.

**Minimum TOEIC Scores Recommended for
a Group of 5-Star Hotels in Bangkok
Food and Beverage Department Staff**

Position	Minimum Total Score	Minimum Listening Score
Steward, Commissary, Busboy	200	125
Entry Level Food & Beverage staff (Waiter, Waitress, Bartender, Pool Attendant)	300	150
Hostess	350	250
Room Service Order Taker	350	250
Captain, Assistant Head Waiter, Head Waiter, Station Supervisor	400	225
Outlet Manager, Assistant Manager	600	350

A Defense Company in France

English Competency Level	
TOEIC Score	Description
900–990	Managers who are able to represent the company unaccompanied and with final authority in negotiating agreements and contracts with native English-speaking partner organizations.
*800–850	Managers who are able to represent the company unaccompanied in contributing to the negotiation of agreements and contracts with partner organizations using English.
700–750	Individuals who actively participate in meetings with partner organizations using English.
600	Individuals who accompany and support staff members with primary responsibility for business meetings. May be called upon to give a short, prepared speech and/or to take the minutes of the meeting.
400–500	Individuals who, with the assistance of vocabulary/grammar aids have occasional and short-term contact in English. This may include welcoming visitors (in person or by telephone) and working with the mail.
<p><i>These five descriptors may be used as guidelines only. They should be adapted to real situations and should not be considered definitive.</i></p>	

* means around 800–850 points.

***TOEIC Score Ranges Representative of the Level
of English Necessary for Some Typical Positions in Switzerland***

Position	TOEIC Score Range	Certificate
Technician, Filing Clerk, Shipping and Receiving Clerk, Laboratory Technician, Electrician	220–465 points	Brown
Bookkeeper, Materials Planner, Receptionist, Computer Operator, Order Processor, Wire Operator, Head of Technical Unit, Secretary	470–725 points	Green
Level of the Diploma of the West Switzerland Chambers of Commerce and Industry		
Engineer, Customer Service, Buyer, Financial Analyst, Auditor, Accountant, Department Manager, Executive Secretary, Statistician, Quality Assurance Manager	730–855 points	Blue
Personnel Manager, Project Leader, R&D Engineer, Clinical Researcher, Assistant to the Managing Director, Executive Manager, Senior Accountant, Portfolio Manager, Marketing Manager	860–990 points	Gold

Since many people take the TOEIC test as part of a language training program, many organizations link their own training levels to TOEIC scores. Below are some real examples of level structures used by language training programs, accompanied by their corresponding TOEIC score ranges.

***An International Electric and Electronics
Company in Japan***

Class	TOEIC Scores	English Ability Expectations
1st	750 or more	Ability sufficient for overseas assignment
2nd	Less than 750, but 700 or more	Able to negotiate with people from other countries and to make business presentations
3rd	Less than 700, but 630 or more	Able to take an overseas business trip unaccompanied
4th	Less than 630, but 550 or more	Able to take an overseas business trip with an assistant
5th	Less than 550, but 450 or more	Able to communicate with people from other countries at a minimum level
No class	Less than 450, but 350 or more	For employees not involved in overseas-related operations
	Less than 350, but 250 or more	Beginners

***A Distribution Company's TOEIC
Training Scale in Venezuela***

TOEIC Total Score	
Score Range	Level
100–205	Pre-beginner
210–415	Beginner 1
420–605	Beginner 2
610–700	Intermediate 1
710–860	Intermediate 2
870–990	Advanced

IF I TAKE ANOTHER VERSION OF THE TOEIC TEST, WILL I RECEIVE THE SAME SCORES?

If you take another version of the TOEIC test, you will probably obtain slightly different scores from those you received the first time. Each version of the TOEIC test is validated on a population of at least 50,000 people. It is therefore a highly reliable test, but no test measures performance with perfect accuracy and consistency. If you took several versions of the test within a short period of time, you would obtain a number of scores that center around an average value known as your "true" score. Two-thirds of the time, your total score would be within 35 points of your true score.

HOW LONG WILL MY SCORES BE VALID?

Your scores are valid as long as your level of English proficiency remains the same. Your proficiency can, however, improve or decline over time. For this reason, the more recent the score, the more likely it is to be a valid indication of your proficiency. The TOEIC Program recommends that you retake the TOEIC test if more than two years have passed since you last took it.

HOW LONG WILL MY SCORES BE KEPT ON RECORD?

To provide you and your employer with a historical summary of your scores, scores will be kept indefinitely. If you do not wish to have your scores kept on record indefinitely, please contact your local representative.

ARE MY SCORES CONFIDENTIAL?

Your scores are confidential and will be released only to your sponsoring organization and to The Chauncey Group International Ltd. With your written permission, scores may be provided to other organizations.

***CAN I HAVE MY
TEST RESCORED?***

If you feel that your scores are not an accurate reflection of your ability in English, you should contact your representative. The representative will rescore your answer sheet and will give you a second score report. If a discrepancy is found between the first score report and the second one, the representative will pay for rescoring your answer sheet. However, if a discrepancy is not found, you may be charged a small fee for rescoring costs.

COMMENTS

If you have questions and/or comments regarding the TOEIC test, please contact your local representative or TOEIC Service International at The Chauncey Group International, 664 Rosedale Road, Princeton, New Jersey 08540, USA, or e-mail us at toeic@chauncey.com.



For more information, contact

The Chauncey Group International, Ltd.

664 Rosedale Road, Princeton, NJ 08540, USA

Tel: 1 (609) 720 6647 • Fax: 1 (609) 720 6550 • E-mail: toeic@chauncey.com

Internet: <http://www.toeic.com>



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