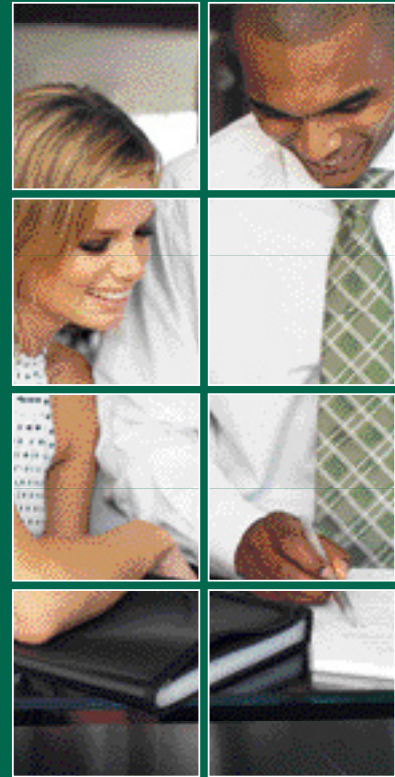




TOEIC

Listening. Learning. Leading.

Which candidates use English best?



Find out with the

TOEIC[®] Speaking & Writing Tests

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*The TOEIC[®] Test —
Know English. Know Success.*

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The TOEIC® (*Test of English for International Communication*™) test—the preferred English-language assessment tool for organizations worldwide.

At ETS, we know the importance of developing strong communication skills to remain competitive in today's global economy. The TOEIC® Speaking and Writing tests provide an authentic measure of English-language proficiency that can help you find out who has the language skills to succeed.

The information in this brochure is designed to give you an overview of the types of questions test takers encounter on the actual TOEIC Speaking and Writing tests. Simply follow the instructions in the brochure to guide you through the test experience.

In addition to the TOEIC tests' sample questions, we have included information on the following topics to provide you with a comprehensive overview of the TOEIC testing experience:

- The TOEIC test overview
- ETS's Online Scoring Network
- The ETS rating process

At ETS, our sole mission is to advance learning.

Educational Testing Service (ETS) is a nonprofit institution with the mission to advance quality and equity in education by providing fair and valid assessments. In serving individuals, educational institutions, and government agencies around the world, we customize solutions to meet the need for teacher professional development products and services, classroom and end-of-course assessments, and research-based teaching and learning tools. Founded in 1947, ETS develops, administers, and scores more than 24 million tests annually in more than 180 countries, at over 9,000 locations around the world.

You're in good company with the TOEIC test.

For more than 25 years, organizations worldwide have relied on the TOEIC test to evaluate English proficiency based on a test taker's listening and reading skills. Corporations and government agencies rely on the TOEIC test as an objective way to measure English proficiency for recruiting and promoting employees. Colleges, universities, and English-language programs use the TOEIC test to assess their incoming students' English-language skill levels and to gauge their progress.

With more than 5 million test takers per year, the TOEIC test is the global standard for workplace English-language proficiency. We are confident that the TOEIC test will continue to contribute to the advancement of English-communication skills. Now more than ever, you can rely on TOEIC test scores to guide your most important decisions, which can help set your organization apart from the others.

The TOEIC Speaking and Writing Tests

The TOEIC Speaking and Writing tests include tasks that people might perform in work-related situations or in familiar daily activities that are common across cultures. The tests assess English language speaking and writing proficiency and do not require test takers to have specialized knowledge of business.

The Speaking test responses are digitally recorded and sent to ETS's Online Scoring Network (OSN) where they are scored by certified ETS raters. The Speaking test includes six different task types. The first four task types (Questions 1–9) are rated on a scale of 0 to 3 and the last two task types (Questions 10–11) are rated on a scale of 0 to 5. The sum of all ratings is converted to a scaled score of 0 to 200.

The Writing test responses are also sent to ETS's Online Scoring Network and scored by certified ETS raters. The Writing test includes three different task types. The first task type (Questions 1–5) is rated on a scale of 0 to 3, the second task type (Questions 6–7) is rated on a scale of 0 to 4, and the last task type (Question 8) is rated on a scale of 0 to 5. The sum of all ratings is converted to a scaled score of 0 to 200.

Online Scoring Network (OSN) and the ETS Rating Process

The TOEIC Speaking and Writing test-rating process takes place on the ETS Online Scoring Network (OSN). OSN is a secure Internet system that provides a platform for the display of test-taker responses, support materials for raters, and tools for monitoring the accuracy of raters.



TOEIC® Speaking Test

Speaking

Sample Test

Speaking Test Directions

This is the TOEIC Speaking test. This test includes 11 questions that measure different aspects of your speaking ability. The test lasts approximately 20 minutes.

Question	Task	Evaluation Criteria
1–2	Read a text aloud	<ul style="list-style-type: none"> • pronunciation • intonation and stress
3	Describe a picture	all of the above, plus <ul style="list-style-type: none"> • grammar • vocabulary • cohesion
4–6	Respond to questions	all of the above, plus <ul style="list-style-type: none"> • relevance of content • completeness of content
7–9	Respond to questions using information provided	all of the above
10	Propose a solution	all of the above
11	Express an opinion	all of the above

For each type of question, you will be given specific directions, including the time allowed for preparation and speaking.

It is to your advantage to say as much as you can in the time allowed. It is also important that you speak clearly and that you answer each question according to the directions.

Questions 1–2: Read a text aloud

Directions: In this part of the test, you will read aloud the text on the screen. You will have 45 seconds to prepare. Then you will have 45 seconds to read the text aloud.

If you're shopping, sightseeing and running around every minute, your vacation can seem like hard work. To avoid vacation stress, come to the Blue Valley Inn on beautiful Lake Mead. While staying at our inn, you'll breathe clean country air as you view spectacular sights. With its spacious rooms, swimming pool and many outdoor activities, the inn is the perfect place for a vacation you won't forget. The Blue Valley Inn prides itself on the personal attention it provides to every guest. The Blue Valley motto has always been "A happy guest is our greatest treasure."

Question 3: Describe a picture

Directions: In this part of the test, you will describe the picture on your screen in as much detail as you can. You will have 30 seconds to prepare your response. Then you will have 45 seconds to speak about the picture.



Questions 4–6: Respond to questions

Directions: In this part of the test, you will answer three questions. For each question, begin responding immediately after you hear a beep. No preparation time is provided. You will have 15 seconds to respond to Questions 4 and 5, and 30 seconds to respond to Question 6.

(Narrator): Imagine that a Canadian marketing firm is doing research in your country. You have agreed to participate in a telephone interview about television viewing.

Question 4: How often do you watch television?


Question 5: What kinds of programs do you usually watch?

Question 6: Describe your favorite television program.

Questions 7–9: Respond to questions using information provided

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear a beep. No additional preparation time is provided. You will have 15 seconds to respond to Questions 7 and 8, and 30 seconds to respond to Question 9.

(Narrator): Hello, I'm calling about a conference on May 27 I saw advertised in the newspaper. It's about starting your own business. I was hoping you could give me some information.



STARTING AND MANAGING YOUR OWN BUSINESS

Date: May 27

Location: Bristol Office Building

Seminars: 9:00 A.M. Financing Your Business, Room 210—*Martha Ross, Certified Public Accountant*
11:00 A.M. How to Promote Your Own Business, Room 312—*Howard Brown, Brown Publishers*

OR

11:00 A.M. Planning for Profit, Room 318—*John Phillips, Phillips Associates*
1:00 P.M. Lunch*
2:00 P.M. Sales Techniques Workshop, Room 246—*Helen King, West Side Consultants*
4:00 P.M. General Discussion

Registration Fee: Individuals, \$95.00
Members of the Business Information Center, \$75.00

*Not included in registration fee.

Question 7: *Could you tell me what time the conference starts and how long it will last?*

Question 8: *How much does conference attendance cost?*

Question 9: *I may not be available for the full day. Could you give me information about the activities in the morning, before lunchtime?*

Question 10: Propose a solution

Directions: In this part of the test, you will be presented with a problem and asked to propose a solution. You will have 30 seconds to prepare. Then you will have 60 seconds to speak.

Respond as if you work at the bank.

In your response, be sure to

- show that you recognize the problem, and
- propose a way of dealing with the problem.

Now listen to the voice message.

You will hear: *Hi, this is Marsha Syms. Um, I'm calling about my bank card. I went to the bank machine early this morning, you know — the ATM (upspeak) ... because the bank was closed so only the machine was open. Anyway, I put my card in the machine and got my money out....but then my card didn't come out of the machine. I got my receipt and my money but then my bank card just didn't come out. And I'm leaving for my vacation tonight so I'm really going to need it....I had to get to work early this morning, and couldn't wait around for the bank to open....Could you call me here at work, and let me know how to get my bank card back? I'm really busy today, and really need you to call me soon. I can't go on vacation without my bank card. This is Marsha Syms at 555-1234. Thanks.*

Question 11: Express an opinion

Directions: In this part of the test, you will give your opinion about a specific topic. Be sure to say as much as you can in the time allowed. You will have 15 seconds to prepare. Then you will have 60 seconds to speak.

Question:

(Narrator): *Some people prefer to take a job that does not pay well but does provide a lot of time off from work. What is your opinion about taking a job with a low salary that has a lot of vacation time? Give reasons for your opinion.*



TOEIC® Writing Test		

Writing

Sample Test

Writing Test Directions

This is the TOEIC Writing test. This test includes eight questions that measure different aspects of your writing ability. The test lasts approximately one hour.

Question	Task	Evaluation Criteria
1-5	Write a sentence based on a picture	<ul style="list-style-type: none">• grammar• relevance of the sentences to the pictures
6-7	Respond to a written request	<ul style="list-style-type: none">• quality and variety of your sentences• vocabulary• organization
8	Write an opinion essay	<ul style="list-style-type: none">• whether your opinion is supported with reasons and/or examples• grammar• vocabulary• organization

For each type of question, you will be given specific directions, including the time allowed for writing.

Questions 1–5: Write a sentence based on a picture

Directions: In this part of the test, you will write ONE sentence that is based on a picture. With each picture, you will be given TWO words or phrases that you must use in your sentence. You can change the forms of the words and you can use the words in any order.

Your sentence will be scored on

- the appropriate use of grammar, and
- the relevance of the sentence to the picture.

In this part, you can move to the next question by clicking on **Next**. If you want to return to a previous question, click on **Back**.

You will have eight minutes to complete this part of the test.



airport terminal, so

Questions 6–7: Respond to a written request

Directions: In this part of the test, you will show how well you can write a response to an e-mail.

Your response will be scored on

- the quality and variety of your sentences,
- vocabulary, and
- organization.

You will have 10 minutes to read and answer each e-mail.

Directions: Read the e-mail.

From: Dale City Welcome Committee
To: New Dale City Resident
Subject: Welcome to your new home!
Sent: July 23, 4:32 P.M.

Welcome! We would like to be the first to welcome you to Dale City. We know that there are many things to do when you move, from finding your way around town to setting up your utilities. Please contact us if you need any help at all.

Directions: Respond to the e-mail. Respond as if you have recently moved to a new city. In your e-mail to the committee, make at least TWO requests for information.

(Type your response here.)

Question 8: Write an opinion essay

Directions: In this part of the test, you will write an essay in response to a question that asks you to state, explain, and support your opinion on an issue. Typically, an effective essay will contain a minimum of 300 words.

Your response will be scored on

- whether your opinion is supported with reasons and/or examples,
- grammar,
- vocabulary, and
- organization.

You will have 30 minutes to plan, write, and revise your essay.

<p>Directions: Read the question below. You have 30 minutes to plan, write, and revise your essay. Typically, an effective response will contain a minimum of 300 words.</p>	<p><i>(Type your response here.)</i></p>
<p>There are many ways to find a job: newspaper advertisements, Internet job search websites, and personal recommendations. What do you think is the best way to find a job? Give reasons or examples to support your opinion.</p>	

TOEIC® Speaking and Writing Tests reflect English as it's used in the workplace.

A comprehensive assessment of speaking and writing ability

For more than 25 years, organizations worldwide have used ETS's *Test of English for International Communication*™ (TOEIC®) to measure English proficiency based on a test taker's listening and reading skills.

Today, thanks to the TOEIC test, it is possible to gain an understanding of a person's English-language skills by measuring all four skills necessary for communication: Listening, Reading, Speaking and Writing.

A reliable measurement of workplace speaking and writing skills

As English usage in the international workplace becomes increasingly prevalent, it's essential to know which candidates have the speaking and writing communication skills they need to succeed.

Currently, the TOEIC test offers a reliable measurement of listening and reading skills. However, to know the complete extent of a nonnative English speaker's communicative abilities, you must also measure the extent to which the test taker is able to produce spoken and written responses.

How businesses, multinationals and government agencies use the TOEIC® Speaking and Writing Tests

- Recruiting and promoting employees
- Establishing workforce English proficiency benchmarks

How schools and English-training programs use the TOEIC Speaking and Writing Tests

- Placing incoming and continuing students into appropriate class levels
- Demonstrating student progress; the test can be taken multiple times and improvement can be seen in rising scores
- Evaluating the effectiveness of the school's program; if the test is given at the beginning and end of the training course, the increase in test scores can show how much the program improved students' communicative skills

Secure, reliable and convenient Internet-based test (iBT) delivery.

Internet-based testing provides a direct measure of test takers' and English-language learners' speaking and writing skills. The ETS Online Scoring Network (OSN) enables efficient and objective scoring by ETS-trained raters who receive and score responses anywhere they can access the Internet.

Internet-based testing features:

- Online registration
- Greater access to test administrations
- Scoring conducted by ETS-trained raters via ETS OSN

TOEIC® Practice Online Speaking and Writing Tests — great preparation for the real TOEIC test

- Experience the "real" TOEIC Speaking and Writing Tests
 - Measure proficiency in these skills and work on any areas that need improvement
 - Practice anytime, anywhere—at home, at a language school or at work—via the Internet
- Contact your local TOEIC representative for more information.

ETS provides a comprehensive suite of English Language Learning products and services that encourage learning, assess progress and measure proficiency. Backed by years of research, our programs support teachers and decision makers and help individuals achieve academic, business and personal success.

To learn more, visit www.ets.org/ell

For more information about the TOEIC® test, contact:

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