S&W Sample Brochure
(Cover is separate)
For questions on the TOEIC® tests, contact your local ETS representative, or contact ETS directly at:

globalforum@ets.org  
Phone: +1-609-771-7170

For updated information on the TOEIC tests, please check the TOEIC website at

www.ets.org/toeic
The *Test of English for International Communication*™
sets the standard for workplace English-language proficiency worldwide.
The TOEIC® test – the preferred workplace English-language assessment tool of 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 and accompanying CD is designed to give you an overview of the types of questions test takers encounter on the actual TOEIC Speaking and Writing Tests. We have also provided samples of low- and high-level responses to those questions. Simply follow the instructions in the brochure and use the images and audio clips on the CD to guide you through the test experience.

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

- The TOEIC test overview
- Internet-based Test (iBT) features
- 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 4.5 million test takers per year, the TOEIC test is the global standard for workplace English-language proficiency. We're 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.

Flexible administration, flexible format.

The TOEIC test can be administered at your location, with supervision by your staff or by a local ETS representative. The test is also administered in open sessions on scheduled dates at many locations worldwide.

TOEIC representatives located around the world will be pleased to explain how to use the TOEIC test to meet your language assessment, training and recruiting needs. ETS will also work with you to set up a pilot TOEIC test for use in your organization.
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 candidates to have specialized knowledge of business.

The Speaking test responses are digitally recorded and sent to ETS's Online Scoring Network 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.

ETS's Internet-based Test (iBT) System

ETS's Internet-based Test (iBT) network is among the most technologically advanced and secure educational testing operations in the world. The system incorporates encryption software and connectivity safeguards to protect test taker data and ensure against loss of Internet connectivity. ETS can track and report on the status of all test takers in real time. This allows ETS to diagnose difficulties and provide immediate assistance to test centers. Test taker responses are immediately sent back to a certified scoring facility via the Internet, and ETS trained and certified raters provide unbiased, objective scoring of their responses within about three weeks.

During the past year, the iBT platform has surpassed both the computer-based test and paper-based tests as the assessment delivery tool of choice. The iBT method is a more convenient way of test administration for ETS, and it offers increased access and more flexibility for test takers.

ETS launched the iBT network with the first TOEFL® iBT administration in September 2005. Delivery of tests via the iBT platform allows ETS to expand its global network of test centers to include colleges and universities worldwide, thus improving accessibility.

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 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.

### TOEIC SPEAKING TEST

<table>
<thead>
<tr>
<th>Question</th>
<th>Task</th>
<th>Evaluation Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>Read a text aloud</td>
<td>• pronunciation&lt;br&gt;• intonation and stress</td>
</tr>
<tr>
<td>3</td>
<td>Describe a picture</td>
<td>All of the above, plus&lt;br&gt;• grammar&lt;br&gt;• vocabulary&lt;br&gt;• cohesion</td>
</tr>
<tr>
<td>4-6</td>
<td>Respond to questions</td>
<td>All of the above, plus&lt;br&gt;• relevance and content&lt;br&gt;• completeness of content</td>
</tr>
<tr>
<td>7-9</td>
<td>Respond to questions using information provided</td>
<td>All of the above</td>
</tr>
<tr>
<td>10</td>
<td>Propose a solution</td>
<td>All of the above</td>
</tr>
<tr>
<td>11</td>
<td>Express an opinion</td>
<td>All of the above</td>
</tr>
</tbody>
</table>

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.

Click **Continue** to proceed.
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 Meed. 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.”

Speaking Sample Response 1 – High level sample (SR-1.1)
Speaking Sample Response 2 – Low level sample (SR-1.2)

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.

Speaking Sample Response 1 – High level sample (SR-3.1)
Speaking Sample Response 2 – Low level sample (SR-3.2)
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?

Speaking Sample Response 1 – High level sample (SR-4.1)
Speaking Sample Response 2 – Low level sample (SR-4.2)

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

Speaking Sample Response 1 – High level sample (SR-5.1)
Speaking Sample Response 2 – Low level sample (SR-5.2)

Question 6: Describe your favorite television program.

Speaking Sample Response 1 – High level sample (SR-6.1)
Speaking Sample Response 2 – Low level sample (SR-6.2)
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.

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
- 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?

- **Speaking Sample Response 1 – High level sample (SR-7.1)**
- **Speaking Sample Response 2 – Mid level sample (SR-7.2)**

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

- **Speaking Sample Response 1 – High level sample (SR-8.1)**
- **Speaking Sample Response 2 – Mid level sample (SR-8.2)**
**Question 9:** I may not be available for the full day. Could you give me information about the activities in the morning, before lunchtime?

**Speaking Sample Response 1 – High level sample (SR-9.1)**
**Speaking Sample Response 2 – Low level sample (SR-9.2)**

**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.

In your response, be sure to
- show that you recognize the problem, and
- propose a way of dealing with the problem.

**Speaking Sample Response 1 – High level sample (SR-10.1)**
**Speaking Sample Response 2 – Low level sample (SR-10.2)**

**Question 11:** Express an opinion.

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

**Question:** 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.

**Speaking Sample Response 1 – High level sample (SR-11.1)**
**Speaking Sample Response 2 – Mid level sample (SR-11.2)**
TOEIC 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.

<table>
<thead>
<tr>
<th>Question</th>
<th>Task</th>
<th>Evaluation Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-5</td>
<td>Write a sentence based on a picture</td>
<td>• relevance of the sentence to the picture</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• grammar</td>
</tr>
<tr>
<td>6-7</td>
<td>Respond to a written request</td>
<td>• quality and variety of your sentences</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• vocabulary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• organization</td>
</tr>
<tr>
<td>8</td>
<td>Write an opinion essay</td>
<td>• whether your opinion is supported with reasons and/or examples</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• grammar</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• vocabulary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• organization</td>
</tr>
</tbody>
</table>

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

Click Continue to proceed.
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 8 minutes to complete this part of the test.

Question

There are so many cars parked at the airport terminal.

Annotation:
This is a high level response. The sentence has no grammatical errors, contains forms of both key words used appropriately, and is consistent with the picture.
Writing Sample 2 – Mid level sample

Student Response

THIS AIRPORT TERMINAL SO CONJUSTERED THAT SOME CARS CANT PARK.

Annotation:
This is a mid level response. The sentence contains both key words and is consistent with the picture. However, the sentence contains a grammatical error: the sentence is missing the main verb, “is.”

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.

Question
Read the e-mail below and write an e-mail that responds to the information. 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.

FROM: Dale City Welcome Committee

TO: New Dale City Residents

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.
TO: Dale City Welcome Committee

SUBJECT: Re: Welcome to your new home!

[Response time: 10 minutes]

Writing Sample 1 – High level sample

Student Response

Dear Sir or mam, I have just moved here, Dale City. Since I have little knowledge about this city, I may have to ask you for some information. First, I need a house not far from the company I have been assigned to. I am not asking you to find me a place to live in. I need a contact number for a real estate agency which I can trust. With you recommendation to a reliable agency, I can find a place at a reasonable price. Also, I want some information on rental car. I may not use a car that often, but I need one by next week to give a ride to my uncle at the airport. Thank you for your help in advance.

Annotation:
This is a high level response. The response completely addresses all the tasks, uses organizational logic and appropriate connecting words, and has an appropriate tone and register. This response does have a few isolated errors in grammar and usage, but the writer’s meaning is clear.
Writing Sample 2 – Low level sample

Student Response

Dear Dale City Welcome committee Thank you for your condering. I’m satisfied in my new home and there are so interesting thing around. Before i cam here i’m worried that how can I live new city. I think, I don’t need to worry about that. Yesterday, I found some great place where cafeteria, laundry room, band, big supermarket just near hear. I can buy goods anytime and have dinner at the great restaurant. All of them are so nice, but I have one concerding. I couldn’t find the cinema. One of my favourit is watch the movie. So, could you give the city map for me? All in all, it’s wonderful place. If I need your help I’ll contact with you. I’m appreciated you.

Annotation:
This is a low level response. The errors in grammar and usage in this response obscure the meaning of more than one sentence: “Yesterday I found some great place…”; “Could you give the city map for me?”; “I’m appreciated you. In addition the response omits more than one task that is requested in the prompt. The writer is attempting to make requests for information but neither of the requests is completed successfully and the emphasis is on responding as if you are new in the city rather than the requests for information. In addition, the connections between ideas are obscure and, at times, are missing altogether.

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.

Question
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.
Writing Sample 1 – High level sample

Student Response

Nowadays, there are many ways to find a job. What is the best way to find it? I think it depends on the kind of work you are looking for. I mean, if you want to become a journalist, you want to write articles on a newspaper or magazine, you’ll have more chance to find it on newspapers. If you are a helpdesk, a server administrator or you are looking for a job in information systems, you’ll find it easier on your computer via web sites. You just need to register your CV on the web and firms will contact you quickly. At last, but not least, I’m convinced in if you’ve personal recommendations for any job, you’ve got more chance than anybody to take it. Today, it’s essential to have personal recommendations because the human resources and the others don’t have enough time to receive lots of candidates, to search the most relevant person who will do the best work.

Annotation:
This is a high level response. The response effectively addresses the topic and task, is well organized, and contains a range of sentence structure and usage.

Writing Sample 2 – Mid level sample

Student Response

I think that Internet job search Web site is the best. Because there are three reasons. First, you can find job anywhere, anytime. For example, you can do it 3:00 a.m. If you try to meet a job advertiser, you might could not do it. Second, there are a lot of informations so you can find a job that you adopt the best. In the end, you can get much newer informations about jobs than that from a newspaper advertisements or personal recommendations. So I think that Internet job search Web sites are the best way to find a job.

Annotation:
This is a mid level response. The task is addressed, using somewhat developed exemplification. However, the response demonstrates inconsistent facility in sentence formation and word choice and a limited range of structures.
Writing Sample 3 – Low level sample

Student Response

I think internet job search web sites many companies want visiting its web site and they receive only internet resume so many employees find web site sometimes they go to the off-line job festival. I submit my resume many company. Some company require visiting submission. This is spending time and money.

Annotation:
This is a low level response. The response demonstrates serious disorganization and underdevelopment. There are serious and frequent errors in sentence structure and usage.
S&W Sample Brochure
(Back Cover is separate)