

VOCAB REVIEW

Fill in the blanks.

1. What is the best way of contacting p_____tive customers?
2. S_____r c_____ns get a discount.
3. The group has booked the popular 1000-seat v____e for its annual sales conference.
4. We i_____t with our customers over the phone.
5. Corporate r_____ers are visiting the university campus to interview final year students.
6. Would 3 o'clock be a c_____ent time to meet?

WORDS TO LEARN (Reading Section)

Listen to some essential words for the TOEIC test without looking at the word list.

Now look at the list of today's vocabulary and repeat after the teacher.

disability/ advancement/ reimbursement/ commute/ dress code/ commission/ evaluating/
location/ adequate/ base/ relocate/ incentive/ fringe benefits/ compensation/ opportunities

WORDS IN CONTEXT

 Fill each of the blanks in the passage with one of today's vocabulary word(s) listed above.

Job Offers 1.

Do not look at salary as your only basis for comparison in () job offers. () can be made up of more than () salary. There are such things as () or additional () pay. A signing bonus or () for relocation costs are other forms of financial compensation. Also, you might be offered the (), which may include health insurance, life insurance, () insurance, and retirement benefits. You might also need to evaluate job conditions, () (), and the company itself. Check if you can easily () to the workplace, if the job allows you () time for your hobbies, if you decide to (), do you like the lifestyle the company's () offers? What is the company's ()?

DAY 31

 Match each definition (A – O) with today’s vocabulary word (1 – 15)
DEFINITIONS

- A. to move to a different place to work
- B. the process of improving your career
- C. to judge the quality, importance, amount or value of something
- D. the bottom part of something
- E. an accepted way of dressing for a particular situation
- F. money given to someone when they sell something
- G. to regularly travel between work and home
- H. a situation in which it is possible for you to do something that you want to do
- I. the combination of payment and other benefits that an employee receives for doing their job
- J. an extra thing given to you by your employer in addition to your pay
- K. a particular place
- L. something that encourages a person to do something
- M. a physical or mental condition that makes someone unable to act in a way that is considered usual for most people
- N. enough for a particular purpose
- O. when you pay money back to someone, especially money spent because of their work

- 1. base
- 2. dress code
- 3. commute
- 4. fringe benefit
- 5. location
- 6. compensation
- 7. incentive
- 8. disability
- 9. advancement
- 10. reimbursement
- 11. adequate
- 12. opportunity
- 13. commission
- 14. evaluate
- 15. relocate

Gap-filling Exercise

Fill each gap with today’s vocabulary words.

- 1. Many businesses in the region have closed or abroad.
- 2. The research aims to the effectiveness of the training program.
- 3. In order to keep good employees, you need to provide them with possibilities for growth and
- 4. Investment professionals can earn bonuses of between 100% and 125% of their pay.
- 5. The staff receive 5% on everything that they sell.
- 6. John works for an investment bank and is presently between Weybridge and the City.
- 7. include a company car and free health insurance.

DAY 32

TOEIC VOCAB BUILDER ADVANCED

VOCAB REVIEW

Fill in the blanks.

1. Many businesses in the region have closed or r_____ed abroad.
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3. In order to keep good employees, you need to provide them with possibilities for growth and a_____ment.
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WORDS TO LEARN (Reading Section)

Listen to some essential words for the TOEIC test without looking at the word list.

Now look at the list of today's vocabulary and repeat after the teacher.

revenue/ negotiate/ highlight/ coverage/ cautious/ dental/ relevant/ accepting
articulate/ generate/ exceed/ geographic/ going rate/ critical/ factor/ vary

WORDS IN CONTEXT

 Fill each of the blanks in the passage with one of today's vocabulary word(s) listed above.

Job Offers 2.

After finding () salary data, you need to check it with a () eye. Salaries for similar jobs can () according to differences in () location, and years of experience. Another () to keep in mind is to check the average () for that job. When you () for a higher salary, make sure you () how you () what they are looking for. () your unique skills, and the () you will help (). I would be () about () a job that does not provide benefits such as health and () insurance. If you have no (), health insurance and other benefits are very expensive.

DAY 32



Match each definition (A – P) with today’s vocabulary word (1 – 16)

DEFINITIONS

- A. to express in words
- B. financial protection so that you get money if something bad happens
- C. careful
- D. relating to the teeth
- E. to attract attention to something important or to emphasize it
- F. to have formal discussions with someone in order to reach agreement
- G. money that a company receives, especially from selling goods or services
- H. to change in different situations
- I. to produce or create something
- J. analytical
- K. to be more than a particular number or amount
- L. one of several things that affects or influences a situation
- M. concerned with geography which is the study of the earth’s surface
- N. the amount of money that something costs at the present time
- O. connected with what is happening or being discussed
- P. to say yes to an offer or invitation

- 1. accept
- 2. relevant
- 3. highlight
- 4. going rate
- 5. factor
- 6. coverage
- 7. cautious
- 8. articulate
- 9. exceed
- 10. geographic
- 11. revenue
- 12. critical
- 13. generate
- 14. vary
- 15. negotiate
- 16. dental



Gap-filling Exercise

Fill each gap with today’s vocabulary words.

- 1. We’ve offered her the job, but I don’t know whether she’ll
- 2. I found myself unable to my feelings.
- 3. She the fact that growing numbers of people are looking for their money to be invested in a more socially responsible way.
- 4. The company has an estimated annual of \$60 million.
- 5. The for a skilled architect in India is about \$50,000 per year.
- 6. Increasing use of online newspapers was definitely a contributing to the company’s collapse.

VOCAB REVIEW

Fill in the blanks.

1. We've offered her the job, but I don't know whether she'll a_ _ _ _ t.
2. I found myself unable to a_ _ _ _ _ ate my feelings.
3. She h_ _ _ _ _ _ ted the fact that growing numbers of people are looking for their money to be invested in a more socially responsible way.
4. The company has an estimated annual r_ _ _ _ _ e of \$60 million.
5. The g_ _ _ g r_ _ e for a skilled architect in India is about \$50,000 per year.
6. Increasing use of online newspapers was definitely a contributing f_ _ _ _ r to the company's collapse.

WORDS TO LEARN (Reading Section)

Listen to some essential words for the TOEIC test without looking at the word list.

Now look at the list of today's vocabulary and repeat after the teacher.

checking/ vital/ fire-suppression/ neglect/ personnel/ restrooms/ surroundings/ acclimate/
contractual/ orientation/ paperwork/ implemented/ documented/ comply with/ acknowledgment

WORDS IN CONTEXT

 Fill each of the blanks in the passage with one of today's vocabulary word(s) listed above.

EMPLOYEE ORIENTATION

New employee is a process used to introduce employees to the business and their jobs, and should be by every employer. Also called "new hire orientation", the process can be formal or informal, but should be and allow enough time for all orientation topics and tasks to be completed.

The first day of employee orientation will include completion of all hiring A copy of the company's policies and procedures manual should also be provided, allowing time for the employee to read and sign an statement that they understand and will company policy. This important document outlines what is expected of employees, and can assist in any possible human resource issues that may arise. With a signed document, there is no excuse for "not knowing" company policy. Other forms will include employee benefit forms, any employment agreements, direct payroll deposit and emergency contact forms.

Direct deposit is a convenient and quick way to get your money deposited directly into your or savings account. In using this system, you allow a company to transfer money electronically into your bank account.

A tour of the building or store is a part of new-hire employee training, especially in larger companies.

But even in the smallest of firms, a thorough tour will put the new hires at ease and help them to new Include the locations of emergency exits, equipment, telephones, storage rooms,, supply locations and other key areas. Don't to introduce the new hires to all during the orientation tour.

DAY 33

🍁 Match each definition (A – O) with today's vocabulary word (1 – 15)

DEFINITIONS

- A. relating to a contract or included in a written contract
- B. to obey a particular rule
- C. when you accept that something is true
- D. to put a plan into action
- E. equipment to either put out a fire or stop it from propagating
- F. the written records connected with a particular job
- G. necessary or extremely important
- H. training or preparation for a new job
- I. to record information about something important by writing about it
- J. the place where someone is and the things that are in it
- K. to change to suit different conditions of life
- L. to fail to give needed care or attention to someone or something
- M. the people who are employed by a company
- N. a bank account from which you can take money or make payments using a check
- O. a room with toilets that is in a public place

- 1. acclimate
- 2. document
- 3. checking
- 4. personnel
- 5. neglect
- 6. restroom
- 7. contractual
- 8. orientation
- 9. vital
- 10. paperwork
- 11. comply with
- 12. fire-suppression
- 13. implement
- 14. acknowledgment
- 15. surroundings

🍁 Gap-filling Exercise

Fill each gap with today's vocabulary words.

- 1. He to tell his employer that he would be taking the day off.
- 2. The corporation has a new sales commission system for its sales force.
- 3. Apparently the zoo animals had become to the crowd noise and were no longer startled by it.
- 4. The company failed to meet its obligations.
- 5. The state's mining law requires mine operators to local land use regulations.
- 6. Have you got used to your new

VOCAB REVIEW

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6. Have you got used to your new s_____dings?

WORDS TO LEARN (Reading Section)

Listen to some essential words for the TOEIC test without looking at the word list.

Now look at the list of today's vocabulary and repeat after the teacher.

compliance/ butts/ disciplinary/ breaches/ ultimately/ disposed of/ implementation/ objective/
effective/ maintain/ exposure/ detract/ hazards/ extinguished/ appropriate/ contractors

WORDS IN CONTEXT

 Fill each of the blanks in the passage with one of today's vocabulary word(s) listed above.

MEMO

To: All employees

From: Management

Subject: No Smoking Policy in the Workplace

The of the no smoking policy is to meet our responsibilities as an employer by:

* Protecting all employees and visitors from to tobacco smoke

* a healthy smoke free working environment

It is the company policy that all our workplaces are smoke-free, and all employees have a right to work in a smoke-free environment.

1. Smoking is not allowed in any part of the premises or grounds, including offices, corridors, toilets and car parks. Smokers are also requested not to smoke immediately outside the office exits. This is to from smoke going back into the building via open windows and doorways, and to keep the exits free in case of an emergency.

2. No smoking in any company vehicle.

There will be no smoking in company vehicles at any time.

There will be no smoking in personal vehicles when transporting persons on company authorized business.

3. All cigarette and matches must be and in containers.

This policy applies to all employees and visitors.

DAY 34

It is the responsibility of every company employee to conduct himself or herself in with this policy. It is to be the policy of the company to provide a smoke-free environment for all employ, visitors and because we recognize the caused by exposure to environmental tobacco smoke. This will benefit all employees and visitors and all employees should be responsible for its continued

The manager has overall responsibility for ensuring that the policy be implemented. The policy has been produced with the employees' best interests in mind. The right of people to breathe clean air prevails over the right of the smoker to smoke.

In the unlikely event of a member of staff not respecting the policy, their manager will attempt to resolve the situation informally in the first instance.

....., repeated of the policy will result in procedures. This policy is from January 1, 2014.

Match each definition (A – P) with today's vocabulary word (1 – 16)

DEFINITIONS

- A. the act of putting a plan into action
- B. to stop a fire burning
- C. a failure to obey a law
- D. being in a situation where something dangerous might affect you
- E. officially starting
- F. to make something seem less good
- G. suitable for a particular situation
- H. something that you are planning to do or achieve
- I. to get rid of
- J. something that is dangerous and likely to cause a problem
- K. to make a situation continue in the same way
- L. relating to the methods used by companies for dealing with employees who break company rules
- M. finally
- N. the fact of obeying a particular law or rule
- O. the part of a finished cigarette that has not been smoked
- P. a person or company that is paid by another company to work on a particular project for a particular amount of money

- 1. contractor
- 2. objective
- 3. butt
- 4. disciplinary
- 5. implementation
- 6. hazard
- 7. compliance
- 8. extinguish
- 9. breach
- 10. ultimately
- 11. exposure
- 12. disposed of
- 13. effective
- 14. maintain
- 15. appropriate
- 16. detract

Gap-filling Exercise

Fill each gap with today's vocabulary words.

- 1. The public are used to of promise by governments.
- 2. It took the firefighters several hours to the flames.
- 3. Working 24/7 is something IT grow used to if they want to compete.
- 4. Investing globally enhances the fund's ability to meet its primary.....
- 5. measures could damage his career.
- 6. When it comes to investments, research shows that women are more likely to weigh up potentialthan their male counterparts

VOCAB REVIEW

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WORDS TO LEARN (Reading Section)

Listen to some essential words for the TOEIC test without looking at the word list.

Now look at the list of today's vocabulary and repeat after the teacher.

demand/ high street/ replaced/ commerce/ implies/ inventory/ wary/ restocks/
hospitality/ stock exchange/ terms/ differ/ sell out/ durable/ quit

WORDS IN CONTEXT

 Fill each of the blanks in the passage with one of today's vocabulary word(s) listed above.

TURNOVER

In business, the term "turnover" can have multiple meanings.

In accounting terms, the turnover of a company is the value of the goods or services sold during a particular period of time. For example, we say "Group turnover rose 8% in the period, compared with last year."

In human resources, employee turnover refers to the rate at which employees leave a company and are by new hires. We can say, for example, "The company has a staff turnover of around 12% a year." A high employee turnover rate that a company's employees leave their jobs at a relatively high rate.

Employee turnover rates can increase for a variety of reasons, and turnover includes both employees who their jobs and those who are asked to leave. Average employee turnover rates among industries; for example, in 2006, average US turnover rates fluctuated between 15 percent annually for goods manufacturing employees to as high as 56 percent for the restaurant and industry.

In, turnover refers to the rate at which a store sells and replaces its stock.

Inventory means the amount of goods a store or business has for sale at a particular time. For example, we say "With the 's fast turnover, popular fashions often within days." When a company sells and its inventory frequently, it will show a high inventory turnover rate, which is a sign of a growing business since new customers continue to increase for a company's goods.

In the stock market, turnover means the total value of stocks traded on a during a specific period of time. When a stock market has high turnover, we call it a bull market. When it has low turnover, it means that investors are and we call it a bear market.

DAY 35

 Match each definition (A – O) with today’s vocabulary word (1 – 15)

DEFINITIONS

- A. the amount of goods a shop has
- B. a word or expression used in relation to a particular subject
- C. to leave your job
- D. to communicate an idea without saying it directly
- E. a need for goods or services that customers want to buy or use
- F. to take the place of something or someone else
- G. a place where shares are bought and sold
- H. to sell all of the supply that you have in a shop
- I. to replace goods that have been sold with a new supply of them
- J. able to be used for a long time without getting damaged
- K. careful because you are not certain about what you should do
- L. the group of businesses such as hotels, bars, and restaurants that provide food, drink, or a place to sleep
- M. to be different
- N. the activity of buying and selling products and services
- O. a street where the most important stores, banks, and businesses in a town are:

- 1. restock
- 2. differ
- 3. sell out
- 4. hospitality
- 5. high street
- 6. durable
- 7. wary
- 8. commerce
- 9. inventory
- 10. replace
- 11. stock exchange
- 12. demand
- 13. quit
- 14. imply
- 15. terms

Part 5 exercise

Choose the word that best completes the sentence.

Identifying the missing part of speech (noun, verb, adjective, adverb, etc.) can help you eliminate some of the choices.

If the missing word is a noun, for example, you can rule out the choices that are not nouns.

- 1. His views considerably from those of his parents.
(A) difference (B) differently (C) different (D) differ
- 2. Our nation’s has been taking some serious hits from the global economy.
(A) commercially (B) commerce (C) commercialize (D) commercialized
- 3. They were very about giving him a contract.
(A) worry (B) wariness (C) wary (D) warily

Gap-filling Exercise

Fill each gap with today’s vocabulary words.

- 1. About half of the shop’s was damaged in the tornado.
- 2. Online is expected to continue to increase
- 3. The findings of the various studies
- 4. Factory orders for costly goods dropped for a second consecutive month in February.
- 5. The majority of British people are opposed to the pound sterling with the euro.

VOCAB REVIEW

Fill in the blanks.

1. About half of the shop's i_____ory was damaged in the tornado.
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WORDS TO LEARN (Reading Section)

Listen to some essential words for the TOEIC test without looking at the word list.

Now look at the list of today's vocabulary and repeat after the teacher.

corporate/ tightly knit/ word-of-mouth/ in the pipeline/ adapting/ incentives/ treat/ retention/ irresistible/ front-line/ bulk/ interacting/ struggle/ preferences/ intangible

WORDS IN CONTEXT

 Fill each of the blanks in the passage with one of today's vocabulary word(s) listed above.

● Reducing Employee Turnover

By increasing employees' job satisfaction, small business owners can reduce employee turnover. They have a chance to their employees as members of a team, with top-level managers with and encouraging employees on a daily basis. Benefits and other can help to keep employees, but smaller businesses can against larger..... businesses in this area.

The key to increasing employee rates for small businesses is to focus on the aspects of employee satisfaction, such as personal respect, trust, and opportunities for career development.

● Increasing Inventory Turnover

What do you need to increase inventory turnover rates? The answer is marketing and your products or services to meet customers' can increase demand for your products through advertising.

Another key to increase inventory turnover is sales promotions. Through sales promotions you can create demand for products by offering price discounts for single or purchases.

DAY 36

 Match each definition (A – O) with today’s vocabulary word (1 – 15)

DEFINITIONS

- A. closely connected
- B. the process of telling people you know about a particular product or service, because you think it is good and want to encourage them to try it
- C. to behave towards someone in a particular way
- D. to communicate with someone
- E. something that encourages a person to do something
- F. in very large amounts
- G. the part of a business that deals directly with customers and the public, or that makes a product
- H. to try or fight very hard in order to do or get something
- I. the fact of wanting one thing more than another
- J. the ability of a company to keep its employees and stop them from going to work somewhere else
- K. to change something to suit different conditions or uses
- L. impossible to refuse
- M. being discussed or prepared and will be produced or finished in the future
- N. relating to a business
- O. used about a quality that does not exist in a physical way

- 1. intangible
- 2. irresistible
- 3. adapt
- 4. retention
- 5. in the pipeline
- 6. corporate
- 7. treat
- 8. preference
- 9. struggle
- 10. bulk
- 11. word-of-mouth
- 12. front-line
- 13. incentive
- 14. tightly knit
- 15. interact

Part 5 exercise

Choose the word that best completes the sentence.

Identifying the missing part of speech (noun, verb, adjective, adverb, etc.) can help you eliminate some of the choices.

If the missing word is a noun, for example, you can rule out the choices that are not nouns.

- 1. Wholesalers who order in will receive an additional 15% discount.
(A) bulk up (B) bulkhead (C) bulky (D) bulk
- 2. Buying a car is a matter of personal
- (A) preferential (B) preference (C) preferable (D) prefer
- 3. The employment department said the unemployment figures should be with caution
(A) treaty (B) treatable (C) treated (D) treatment

Gap-filling Exercise

Fill each gap with today’s vocabulary words.

- 1. The CEO told the media there were no further acquisitions
- 2. We get most of our clients by
- 3. The staff restaurant is where staff socially.
- 4. Sometimes you have to the design to suit the customer’s requirements.
- 5. She gave me one of those smiles and I just had to agree.
- 6. The CEO had that quality that we call charisma.

VOCAB REVIEW

Fill in the blanks.

1. The CEO told the media there were no further acquisitions in the p_____e.
2. We get most of our clients by word of m____h.
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WORDS TO LEARN (Reading Section)

Listen to some essential words for the TOEIC test without looking at the word list.

Now look at the list of today's vocabulary and repeat after the teacher.

set up/ one-to-one / effectively/ mentor / look up to/ facilitate / appraised/
confidential / mentored / stay on track/ asset / mentee / mentoring/ appraisal/ carried
out

WORDS IN CONTEXT

 Fill each of the blanks in the passage with one of today's vocabulary word(s) listed above.

Many organizations consider their staff to be their most valuable and a program for new employees. The is usually an experienced manager or employee and should be someone whom the new employee can The person being can ask questions about what to do in their new job or role. Usually the conversations between mentor and are Mentoring focuses on a specific need or situation and is often by the line manager. The line manager is the person at work who is in charge of your department, group or project. For example, at a performance the person being may say that they have a day-to-day problem, perhaps a difficulty communicating with a customer. The line manager will then agree to help them with this problem and work with them over the next four weeks to solve the problem. In this way, the line manager helps them to and to the development of their staff.

DAY 37

 Match each definition (A – O) with today’s vocabulary word (1 – 15)

DEFINITIONS

- A. a person with experience in a job who supports and advises someone with less experience to help them develop in their work
- B. a meeting between an employee and their manager to discuss their progress, aims, and needs at work
- C. someone who is given support and advice about their job by a mentor
- D. to start a new business
- E. to do or complete something
- F. helping and giving advice to someone who has less experience
- G. to progress in a way that is likely to result in success
- H. in a way that successfully achieves the result that you want
- I. without involving anyone else
- J. private, and intended to be kept secret
- K. to help people deal with a process by making it easier
- L. to admire and respect someone
- M. given support and advice by a mentor
- N. to meet with an employee to discuss their progress, aims, and needs at work
- O. a useful or valuable quality, skill, or person

- 1. set up
- 2. one-to- one
- 3. effectively
- 4. mentor (n)
- 5. look up to
- 6. facilitate
- 7. appraise
- 8. confidential
- 9. mentored
- 10. stay on track
- 11. asset
- 12. mentee
- 13. mentoring
- 14. appraisal
- 15. carry out

Part 5 exercise

Choose the word that best completes the sentence.

Identifying the missing part of speech (noun, verb, adjective, adverb, etc.) can help you eliminate some of the choices.

If the missing word is a noun, for example, you can rule out the choices that are not nouns.

- 1. The entire property is at \$7.2 million.
(A) appraise (B) appraisal (C) appraiser (D) appraised
- 2. All the employee questionnaires will be treated as strictly
(A) confidence (B) confidential (C) confidentially (D) confidentiality
- 3. The company has now a website.
(A) set down (B) set against (C) set up (D) set in

Gap-filling Exercise

Fill each gap with today’s vocabulary words.

- 1. Staff must be given enough training to be able to do their jobs
- 2. Performance focus centrally on task standards and on work behaviors, not on personality.
- 3. He acted as a business to many young aspiring entrepreneurs.
- 4. An expert negotiator was brought in tothe discussion.
- 5. Knowledge of languages is a real in this sort of work.

VOCAB REVIEW

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WORDS TO LEARN (Reading Section)

Listen to some essential words for the TOEIC test without looking at the word list.

Now look at the list of today's vocabulary and repeat after the teacher.

compassionate/ prosecuted/ patent/ sophisticated/ sustainable/ patenting/
diversification/ royalty/under license / state-of-the-art/ infringing/ profitability/
installed/ dismissed/ piracy/

WORDS IN CONTEXT

 Fill each of the blanks in the passage with one of today's vocabulary word(s) listed above.

1. Invention is the act of inventing something that has never been made or used before. Inventors protect their inventions by them. Others may be permitted to use ideas for which there is a if they pay a They are using the invention is the illegal use of copyrighted material.
2. Our company's head of R&D was last year after the company was for copying a new idea from one of our competitors. The head of the legal department should have advised him that the company was a patent.
3. We recently new machines in our factory. We bought the most equipment available. The machines use technology.
4. Our aim is to improve long-term through a program of geographical expansion and
5. There are many different reasons for an employee to be on leave. If they are going on holiday or vacation, they may take annual leave. If they are sick or unwell, then they may go on sick leave. If they have young children, then they may go on parental leave. If a family member is sick or has died, then they may be granted leave by their employer.

DAY 38

 Match each definition (A – O) with today’s vocabulary word (1 – 15)

DEFINITIONS

- A. the most advanced
- B. the act of illegally copying computer programs, recordings, films, etc. to sell them at much cheaper prices
- C. to remove someone from their job, especially because they have done something wrong
- D. a payment made to a writer, musician, inventor, etc. every time something they have created or invented is bought or used by others
- E. with permission from the company who has created a product
- F. to do something that is against a law
- G. to officially accuse someone in a court of law of committing a crime
- H. to put a machine into position and make it ready to use
- I. the situation in which a company is making a profit
- J. able to continue at the same level for a period of time
- K. the official legal right to make or sell an invention for a particular number of years
- L. practice under which a firm enters an industry or market different from its core business
- M. very advanced and works in a clever way
- N. showing sympathy
- O. to get the official legal right to make or sell an invention

- 1. compassionate
- 2. prosecute
- 3. patent (v)
- 4. sophisticated
- 5. sustainable
- 6. patent (n)
- 7. diversification
- 8. royalty
- 9. under license
- 10. state-of-the-art
- 11. infringe
- 12. profitability
- 13. install
- 14. dismiss
- 15. piracy

Part 5 exercise

Choose the word that best completes the sentence.

Identifying the missing part of speech (noun, verb, adjective, adverb, etc.) can help you eliminate some of the choices.

If the missing word is a noun, for example, you can rule out the choices that are not nouns.

- 1. Salespeople may be for many reasons, the most common of which is poor performance.
(A) dismiss (B) dismissing (C) dismissed (D) dismissal
- 2. These are among the most weapons in the world.
(A) sophistication (B) sophisticated (C) sophistry (D) sophisticate
- 3. The hotel is an ideal for conferences and business meetings.
(A) diversify (B) diversified (C) diversification (D) diverse

Gap-filling Exercise

Fill each gap with today’s vocabulary words.

- 1. Trespassers will be
- 2. Recording companies continue their efforts to combat internet
- 3. The computer giant filed papers claiming that the patent of their online software had been
- 4. If you don’tyour invention, other people may make all the profit out of it.
- 5. He has been given leave to be with his father, who is seriously ill with lung cancer.

VOCAB REVIEW

Fill in the blanks.

1. Trespassers will be p_____ted
2. Recording companies continue their efforts to combat internet p_____y
3. The computer giant filed papers claiming that the patent of their online software had been i_____ed
4. If you don't p_____t your invention, other people may make all the profit out of it.
5. He has been given c_____ionate leave to be with his father, who is seriously ill with lung cancer.

WORDS TO LEARN (Reading Section)

Listen to some essential words for the TOEIC test without looking at the word list.

Now look at the list of today's vocabulary and repeat after the teacher.

break even/ reinvest/ dividend/ profitability/ gross profit margin/ accommodate/
after-sales care/net profit margin/ revenue/ overhead costs/ core objective/ address/
customer base/ own brand/

WORDS IN CONTEXT

 Fill each of the blanks in the passage with one of today's vocabulary word(s) listed above.

Making a profit

Making a profit is the of business. Without a profit, shareholders cannot be paid their and money cannot be in the development of the company.

When companies talk about a, they usually mean the difference between the price that a product or service is sold for and the cost of producing it, excluding such as electricity, water, rent, etc. A, on the other hand, includes overheads. A margin is usually expressed as a percentage of the price that something is sold for. It is a measure of a business's A company when sales reach a level wherematch costs.

DAY 39

Part 5 exercise (Vocabulary Items)

Choose the word that best completes the sentence.

1. Theof a business are its regular and essential expenses which cover the non-production costs of running a business, such as salaries, rent, electricity and telephone bills.
(A) bills (B) raw materials (C) overheads (D) invoices
2. Customer care oris about looking after your customers so that they stay with your products or services.
(A) customer retention (B) after-sales care (C) customer experience (D) customer data
3. are the financial advantages that a company gains when it produces large quantities of products.
(A) Economies of scale (B) Variable costs (C) Fixed costs (D) Expenses
4. A product sold by a retailer, especially a supermarket chain, under the retailer's own name rather than the manufacturer's, is product.
(A) a brand image (B) a brand awareness (C) a brand make (D) an own brand
5. I am sorry that we were not able to your initial request.
(A) audit (B) argue (C) apply (D) accommodate
6. I am interested in how you could the concerns I have explained above.
(A) address (B) adopt (C) account (D) adhere
7. Our hotel has an established customer both here in town and internationally.
(A) relations (B) base (C) complaints (D) needs

Match each definition (A – O) with today's vocabulary word (1 – 15)

DEFINITIONS

- A. the main part of something that you are planning to achieve
- B. to deal with a particular problem
- C. used to describe a product that has the name of the store where you buy it, rather than a name used by the company that made it
- D. the group of people who buy or use a company's products or services
- E. general costs not related to particular products or services such as electricity, water, rent, etc. =indirect costs
- F. money that a company receives, especially from selling goods or services
- G. the amount by which money from sales is more than all related costs
- H. help provided after a customer has paid for and received a product or service
- I. to give someone what they want or need
- J. a company's profit from selling goods or services, before costs not directly related to producing them are taken away
- K. the state of producing a profit
- L. part of the profit of a company that is paid to shareholders
- M. to have no profit or loss at the end of a business activity because you only make enough money to pay for your costs
- N. to put money that you receive back into another investment

1. break even
2. reinvest
3. dividend
4. profitability
5. gross profit margin
6. accommodate
7. after-sales care
8. net profit margin
9. revenue
10. overhead costs
11. core objective
12. address
13. customer base
14. own brand

Gap-filling Exercise

Fill each gap with today's vocabulary words.

1. How many copies do we need to sell to
2. Investors looking to build capital should the income from the fund.
3. Shares paying high are known as 'income stocks'.
4. It is time to the budget deficit (the amount of extra money that a government needs because it has spent more money than it earned).
5. An employer has to the request of an employee not to work Sundays if there are other employees willing to switch shifts.

VOCAB REVIEW

Fill in the blanks.

1. How many copies do we need to sell to b__ _k e__ _n?
2. Investors looking to build capital should r__ _ _ _ _ _t the income from the fund.
3. Shares paying high d__ _ _ _ _ _ds are known as 'income stocks'.
4. It is time to a__ _ _ _ _ _s the budget deficit.
5. An employer has to a__ _ _ _ _ _date the request of an employee not to work Sundays if there are other employees willing to switch shifts.

WORDS TO LEARN (Reading Section)

Listen to some essential words for the TOEIC test without looking at the word list.

Now look at the list of today's vocabulary and repeat after the teacher.

referral/ cover/ alternative/ indispensable/ primary care provider/ concern/ insurance carrier/portion/ personnel/ terms/ insurance policy/ negotiate/ deduction/ coverage/ incur

WORDS IN CONTEXT

 Fill each of the blanks in the passage with one of today's vocabulary word(s) listed in the box below.

referral/ covered/ alternatives/ indispensable/ primary care provider/ concerns/ insurance carrier/portion/ personnel/ terms/ insurance policy/ negotiates/ deductions/ coverage/ incur

HEALTH INSURANCE

The cost and availability of health insurance is one of the greatest of company We should regard health insurance as job benefit.

A employee should be familiar with the terms and conditions of the which is a document stating the agreement between an and a company or person that has arranged insurance with it. The insured pays a of the cost of his or her through salary, but the employer generally covers most of the cost. Although the company the most suitable possible, employees should be on the lookout for that might better suit their needs. Some health plans allow you to see a specialist immediately whereas others do not, in which case you need to see your first and if you go without your primary provider's, you will a higher percentage of the total cost.

DAY 40

Full job descriptions are on our Web site.

- (A) profitable (B) affordable (C) available (D) appropriate

The minimum for these positions are listed below.

- (A) quality (B) quantity (C) qualifications (D) academics

To apply for these positions, fax a cover letter,1....., and two letters of2..... to Jane Holmes at 445-3476.

1. (A) résumé (B) duplicate (C) bill (D) invoice
2. (A) resignation (B) recommendation (C) proposal (D) appreciation

The frying pan of the kitchen set was

- (A) dental (B) dented (C) dentist (D) denture

I hope this matter can be quickly.

- (A) resolved (B) resolution (C) resolutely (D) resolute

Almost half the population are to vote in today's election.

- (A) electively (B) eligibly (C) eligibility (D) eligible

I sincerely for the mistakes with your order.

- (A) apologetic (B) apologize (C) apologist (D) apologetically

I received an answer to my letter.

- (A) immediate (B) immediately (C) immedicable (D) immemorial

We were not able to meet the because of manufacturing delays.

- (A) promise (B) plan (C) deadline (D) intension

This furnished unit has an updated kitchen with all necessary to meet your cooking needs.

- (A) equip (B) equipment (C) equipped (D) equitable

Some restaurant chains spend a significant of their budget on rice and rice products.

- (A) report (B) period (C) partition (D) portion

The government will temporary accommodation for up to three thousand people.

- (A) divide (B) provide (C) force (D) consult

We will your expenses.

- (A) reprove (B) reproduce (C) reimburse (D) remain

He had tickets to take his wife to see the movie.

- (A) complement (B) compliment (C) complementary (D) complimentary

They emphasized that their equipment was for peaceful and not military

- (A) purposes (B) purposeful (C) purposeless (D) purposefully

We wouldn't have been able to open our facility to the public without the of local residents who donated money toward the center.

- (A) generous (B) generously (C) generosity (D) generally

You are entitled to any number of to the theater.

- (A) admissible (B) admissions (C) admitted (D) admit

I require a \$300 security to cover any potential damage to the property during your stay.

- (A) rent (B) deposit (C) saving (D) balance

DAY 40

The is subject to change.

- (A) certificate (B) evidence (C) proof (D) itinerary

We need a chart for calculating exchange rates.

- (A) currency (B) currently (C) current (D) currant

They in color from light gray to blue.

- (A) various (B) vary (C) variety (D) varies

The company has cut its of hazardous chemicals by 50%.

- (A) invoice (B) investor (C) inventory (D) invention

A clerk simplythat the payment and invoice amount match.

- (A) verification (B) verifier (C) verifiable (D) verifies

Naples was selected as the for the Summit Meeting.

- (A) venue (B) avenue (C) way (D) means

He is very at sports.

- (A) versatility (B) versatile (C) versatility (D) versatily

He reckons that half of his business could be transacted by computer.

- (A) transact (B) transacting (C) transacted (D) transaction

A High Court judge had him \$2 million damages.

- (A) awarded (B) awards (C) awarding (D) award

I the paper to my teacher yesterday.

- (A) subjected (B) submitted (C) subsidized (D) subscribed

Scholarshipmust attend university full time.

- (A) recipes (B) reciprocity (C) recitations (D) recipients

Any student who does not maintain passing grades will not be to receive the scholarship.

- (A) electoral (B) elective (C) eligible (D) elaborate