

Administration Supplement

LISTENING & READING



Please Read This Entire Manual Before Administering the Test

What This Manual Contains

This manual provides specific information about the responsibilities of the TOEIC® test administrator, including procedures that administrators should follow before, during and after a test administration, and suggestions to help the administrator carry out these responsibilities smoothly and effectively. ***You must also read the “TOEIC Test Administration Procedures” prior to administering the TOEIC test.*** Those procedures outline security considerations, examinee seating assignments, irregularity reporting and other important administration instructions.

Before the Test

Test Length

The actual testing time for the TOEIC test is approximately two hours. Additional time is required, however, to seat the examinees, distribute the testing materials and fill in biographical information and the TOEIC Background Questionnaire responses on the answer sheet before beginning the actual test. Allot at least two and one-half hours to administer the test.

Section I: Listening Comprehension, about 45 minutes (Parts I, II, III, IV)

Section II: Reading Comprehension, 75 minutes (Parts V, VI, VII)

Specialized Client Codes

Group Codes

To track the performance of certain TOEIC examinees or groups of examinees, your ETS Associate may ask you to assign a five-digit group code to a specific group or groups of examinees at a test administration. Your ETS Preferred Associate will provide you with information concerning group codes in advance of the test administration. On the day of the test, you may be asked to instruct each group to fill in a unique five digit code on the answer sheet (see page 3 of this manual).

Custom Codes

To track the performance of certain TOEIC examinees or groups of examinees, your ETS Preferred Associate may ask you to assign one, two, or three specialized custom code(s) to a specific group or groups of examinees at a test administration. Your ETS Preferred Associate will provide you with information concerning custom codes in advance of the test administration. On the day of the test, you may be asked to instruct each group to fill in one, two, or three unique three-digit code(s) on the answer sheet (see page 3 of this manual).

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On the Day of the Test



Instructions for Administering the Test

Read aloud to the examinees all directions, except those in italics, enclosed in the boxes on the following pages. Do not depart from these instructions or answer any questions regarding the content of the test. If any discrepancy should occur between the examinee directions printed in the test book and the corresponding directions in this manual, those in the test book should be given priority.

When everyone has been seated, say:

Welcome to the TOEIC test administration. Testing will begin in a few minutes. I am required to read the instructions exactly as written, and cannot deviate from them. Listen carefully to these instructions as I read them.

The TOEIC Program is obligated to report scores that accurately reflect the performance of the examinee. For this reason, TOEIC maintains test administration and test security standards. You should be aware that misconduct on your part will result in dismissal from the test. Giving or receiving assistance with answers to test questions, looking through the test book before the start of the test, working on test questions or marking your answer sheet after time is called, removing any test materials from the testing room, attempting to take the test for someone else, or causing a disturbance of any kind will result in your dismissal from the test and the cancellation of your scores. Also, if you use any testing aids, including mechanical pencils, cell phones, scratch paper, pens, a dictionary, highlighter pen, ruler, translator or electronic device, or if you fail to follow the required testing procedures, you will be dismissed from the test center and your test scores will be canceled by the TOEIC Program. No smoking, eating, or drinking is permitted during the test administration.

Please remove everything from your desk except pencils and erasers. Place any other materials where they cannot be seen. Paper may not be used for taking notes during the test.

Be certain to mark your answers on your answer sheet and NOT in your booklet — you will receive credit only for answers marked in the proper places on your answer sheet. I am now going to give each of you a test book, an answer sheet and a background questionnaire. Do not break the seal on the test book until I tell you to do so. When you receive your test book, read the directions on the back cover.

[Hold up a test book and indicate the directions on the back cover.]

Distribute one test book, answer sheet and background questionnaire to each examinee individually. Check that the number of test books distributed, plus the number of unused test books, equals the number of books received. Make sure no one breaks a test book seal until told to do so.

See page 10 in the *TOEIC Test Administration Procedures* for additional instructions on handing out test books and what to do if there are any discrepancies.

Instructions for Completing the Answer Sheet and Questionnaire

When everyone has a test book, say:

After you have read the directions on the back cover, look up from your desk.

On the front of your test book in the box at the top, print your full name beginning with your family name first.

When everyone is ready, say:

Now turn your answer sheet so that the title “TOEIC” is at the top left corner.

[Demonstrate with an answer sheet how the answer sheet should be positioned.]

Find the section of the answer sheet marked “1. Name.” At the arrow, using one box for each letter, print your last (family/surname) name(s) in the first area. If you have more than one last (family/surname) name, leave a space between names.

On the Day of the Test *(continued)*

If you have a suffix (Jr., Sr., etc.), leave a space after your last (family/surname) name(s) and fill in the suffix. In the second area, print your first (given) name(s). Below each box, fill in the circle containing the same letter.

If your name includes any accent marks, fill these in using the circles above the boxes.

[Illustrate how an accented name should be completed.]

Where there is a blank box, do not fill in a circle.

[Pause, Check to see that examinees are entering the information correctly.]

If your name contains a hyphen or an apostrophe, these characters are shown at the bottom of the alphabet, below the “Z.” Like letters, the hyphen and the apostrophe each take up one space in your name. Use one box for each hyphen or apostrophe and fill in the corresponding circle(s). Be sure that no other circle in the same column is filled. *[Pause]*

Next, in the top right corner of the answer sheet, in the section marked “2. Sex,” fill in the circle that corresponds to your sex. *[Pause]*

Next, in the box marked “3. Country Code” write in the three boxes the code that corresponds to your country of origin and fill in the appropriate circles.

[Refer to the list on pages 6 and 7 of this manual and provide examinees with the appropriate code(s) to enter.]

Then, complete the section marked “4 Language Code” in the same way, by writing the appropriate code for your native language and filling in the corresponding circles.

[Refer to the list on pages 8 and 9 of this manual, providing examinees with the appropriate codes to enter.]

Have you been asked to use identification numbers for this testing session?

If NO say:

Leave section 5 blank... Go on to section 6.

If YES say:

Next, in the bottom left corner of the answer sheet, in the box marked “5 Identification Number,” write from left to right your identification number in the twenty boxes provided. Then fill in the circles that correspond to the numbers. For example, if your identification number is 12345, you would fill in from left to right “12345” in the first 5 boxes and leave the last 15 boxes blank.

[If examinees do not have an identification number, ask them to leave this section blank.]

When everyone is ready, say:

In the section marked “6 Date of Birth,” write from left to right, your date of birth in the boxes and fill in the corresponding circles. Fill in the month, then the day, and then the year. If the month or day has only one digit, fill in a “0” for the first digit. Fill in the full four-digit year. For example, July 8, 1963 should read “07/08/1963”.

[Pause, Check to see that the examinees are entering the information correctly.]

Next, in the box marked “7,” print your job title, the name of the organization where you work, and the city where the organization is located.

In the box marked “8,” above “Testing Location,” print the name of the organization/institution where today’s TOEIC test is taking place. On the next line, print the name of the city or town where the test is taking place.

Now look at the front cover of your test booklet and find the serial number. Write the number in box 9 “Test Book Serial Number.”

[Indicate the exact location of the serial number for the examinees. Be sure that the examinees do not confuse the serial number with the test form designation printed in the upper-right corner of the test booklet (for example, 3UIC9, 4CIC12, etc.). Check to make sure that all examinees have completed side 1 of the answer sheet before going on to side 2.]

On the Day of the Test *(continued)*



Have you been asked to assign a group code(s) for this test session? (Consult the ETS Associate and refer to the inside front cover of this manual for further information on groups and group codes.)

If NO say:

Leave section 10 blank. Go on to section 11.

If YES say:

Now turn your answer sheet over to side 2 and find the section marked “10 Group Code.” Write the number _____ [*say the code that has been selected*] and fill in the corresponding circles.

When everyone is ready, say:

Next, find the section marked 11 “Questionnaire Responses.” The questionnaire asks about your educational, work, English language and TOEIC experience. The responses enable the TOEIC Program to learn more about the people who take the test and the factors that affect TOEIC scores and improvement in English ability. You are encouraged to answer all of the questions. Your responses to the questionnaire are kept confidential and do not in any way affect your TOEIC scores.

In section 11 of the answer sheet, questions 1-14, [*or if you have been instructed to use one of the local questions 15-18, instruct the examinees to complete these questions as well*] you are to fill in the circle beside the letter that corresponds to the same question and answer choice for the background questionnaire. If you have questions about any of the questions or answer choices, raise your hand and ask your test administrator. The questionnaire should take about 10 minutes to complete. When you have finished, you can review questions 1-14. [*or 1-15, 16, 17 or 18 if local questions are used.*] Please begin. [*Check to see that the examinees are filling in the information correctly.*]

While the examinees are carrying out these instructions, you or the proctors should check to be certain that the examinees are completing their answer sheets and that the test books remain sealed.

Have you been instructed to assign custom codes for this test session?

If NO, when all of the examinees have completed the questionnaire, say:

Leave section 12 blank. Go on to section 13.

If YES, when all of the examinees have completed the questionnaire say:

Next, in section 12 next to the box marked “Custom 1,” write the number _____ [*say the assigned code(s)*], and fill in the corresponding circles.

Have you been asked to assign a second custom code?

If NO, when all of the examinees have completed the first custom code, say:

Leave the other boxes blank. Go on to section 13.

If YES, when all of the examinees have completed the first custom code, say:

In the box marked “Custom 2,” write the number _____ [*say the assigned code(s)*], and fill in the corresponding circles.

Have you been asked to assign a third custom code?

If NO, when all of the examinees have completed the second custom code, say:

Leave the last box blank.

If YES, when all of the examinees have completed the second custom code, say:

In the box marked “Custom 3,” write the number _____ [*say the assigned code(s)*], and fill in the corresponding circles.

When everyone is ready, say:

In section 13, copy the certification statement, today’s date, and sign your name. You should sign your name as you would an official document.

Check to see that the examinees are completing this section.

Section I: Listening Comprehension

When all of the examinees have completed filling in the information on the answer sheet, ask if they have any questions about what they have completed. After all of the questions about the procedures for filling in the information are answered, say:

Be sure that the answer you mark on your answer sheet matches the letter you have chosen for that question. To ensure accurate scoring of your answer sheet, be sure that all your answer marks are dark and heavy and completely fill the circles. Do not make any stray marks on your answer sheet. If you erase, do so completely to make clear which answer you have chosen.

Some of the questions on the test are more difficult than others are, but you should try to answer every question. Your score will be based on the number of questions you answer correctly. There is no penalty for guessing. Therefore, it is to your advantage to attempt to answer every question, even though you may not be sure of an answer.

You will have approximately two hours to work on the test. The test is divided into two sections: Listening Comprehension and Reading Comprehension. The Listening Comprehension section is made up of four parts and the Reading Comprehension section is made up of three parts. You may not omit any part or section. There will be no break during the test. When you have finished the entire test, you must stay in your seat until all the testing materials have been collected and accounted for and you are dismissed. Please remain in your seat if you finish early so that you do not disturb others still taking the test. You may not read aloud, talk, or ask any questions once the test has begun. Are there any questions at this time?

Answer any questions that the examinees may have about procedures. Then say:

Do not open the test book until you are told to do so. The first section of the test is Listening Comprehension. All of the directions for this section are given on the recording you will hear in a moment. If you cannot hear the directions clearly, raise your hand immediately so that the equipment can be adjusted. Once the test begins, adjustments cannot be made.

You will have approximately 45 minutes to complete the Listening Comprehension section of the test, parts I, II, III, and IV. The test will begin in a moment. Listen carefully to the directions. Open your test book now and follow the directions given on page two for answering questions on your answer sheet. *[Be certain that examinees are opening their test books.]* We will begin.

Start the recording. Make any necessary adjustments at this time so all examinees can hear the recording clearly.

Administrators and proctors should walk about the room quietly as soon as the examinees begin working on Section I to be sure that everyone is working on the correct section and marking the answers in the appropriate areas on the answer sheet.

Section II: Reading Comprehension



As soon as the recording for the Listening Comprehension section is completed, turn off the CD player and say:

Before you begin the Reading Comprehension section of the test, I would like to remind you to mark all answers carefully. Be sure to mark only one answer to each question.

Mark your answer in the row with the same number as the number of the question you are answering. Completely fill the circle with a dark mark so that you cannot see the letter inside the circle.

Erase any stray marks completely.

You will have one hour and fifteen minutes to complete the Reading Section of the test, parts V, VI, and VII. Periodically during the test, I will inform you how much time remains by posting the remaining time at the front of the room. Now read the directions and begin.

BEGIN NOW.

At regular intervals, inform the examinees of the time remaining by posting the number of remaining minutes. As time diminishes, reduce the intervals until the final 15 minutes ... 10 minutes ... 5 minutes. At the end of the 75 minutes, say:

Stop work and put your pencil down. You may not make any more marks on your answer sheet. Close your test book and keep it closed. Do not put your answer sheet inside.

We will now collect the answer sheets and then the test books and background questionnaires from each of you. Please check to make sure that you have given all of the required information on your answer sheet. I encourage you to ask any questions or report any concerns that you may have about this test administration after we have collected the materials and you have been dismissed.

Ask the examinees to take out their IDs again. Collect the test booklets in the same order in which you handed them out.

As you pick up the answer sheets, check the examinee's photo identification to verify the examinee's identity. Next check the ID against the signatures on the answer sheet. Also verify that the first six letters of the last name gridded on the answer sheet match the printed letters. After all answer sheets are collected, collect a background questionnaire from each examinee.

No one may leave the room until you are sure that you have a test book and an answer sheet from each examinee. After everything has been collected and checked, say:

Thank you for your cooperation. You may leave now.

TOEIC NATIVE COUNTRY CODES

1	Afghanistan	630	Congo (formerly Zaire)	251	Hungary
3	Albania	125	Congo Republic	255	Iceland
5	Algeria	126	Cook Islands	260	India
7	American Samoa	123	Corsica	265	Indonesia
8	Andorra	130	Costa Rica	270	Iran
10	Angola	290	Côte d'Ivoire (Ivory Coast)	273	Iraq
11	Anguilla	133	Croatia	275	Ireland
9	Antarctica	135	Cuba	277	Isle of Man
12	Antigua and Barbuda	140	Cyprus	280	Israel
15	Argentina	142	Czech Republic	285	Italy
16	Armenia	150	Denmark	295	Jamaica
17	Aruba	153	Djibouti	300	Japan
20	Australia	154	Dominica, Commonwealth of	305	Jordan
25	Austria	155	Dominican Republic	308	Kazakistan
29	Azerbaijan	165	Ecuador	310	Kenya
30	Azores	170	Egypt	312	Kiribati
35	Bahamas	175	El Salvador	314	Korea (DPR)
40	Bahrain	180	England	315	Korea (ROK)
45	Bangladesh	183	Equatorial Guinea	320	Kuwait
50	Barbados	182	Eritrea	311	Kwajalein
94	Belarus	184	Estonia	323	Kyrgyzstan
55	Belgium	185	Ethiopia	325	Laos
56	Belize	187	Faeroe Island	328	Latvia
58	Benin	190	Fiji	330	Lebanon
60	Bermuda	195	Finland	333	Lesotho
63	Bhutan	200	France	335	Liberia
65	Bolivia	203	French Guiana	340	Libya
69	Bosnia and Herzegovina	202	French Polynesia	343	Liechtenstein
70	Botswana	204	Gabon	344	Lithuania
75	Brazil	205	Gambia	345	Luxembourg
77	British Virgin Islands	206	Gaza Strip, The	347	Macao
80	British West Indies	208	Georgia	348	Macedonia, Former Yugoslav Republic
81	Brunei Darussalam	210	Germany		
85	Bulgaria	215	Ghana	350	Madagascar
593	Burkina Faso	217	Gibraltar	353	Madeira Islands
92	Burundi	219	Great Britain	355	Malawi
307	Cambodia	220	Greece	360	Malaysia
95	Cameroon	225	Greenland (Kalaallit Nunaat)	361	Maldives
100	Canada	227	Grenada	363	Mali
105	Canary Islands	228	Guadeloupe	365	Malta
106	Cape Verde	229	Guam	367	Mariana Islands, Northern
110	Cayman Islands	230	Guatemala	368	Marshall Islands
113	Central African Republic	233	Guinea	366	Martinique
114	Chad	234	Guinea-Bissau	369	Mauritania
115	Chile	235	Guyana	370	Mauritius
457	China, People's Republic of	240	Haiti	375	Mexico
120	Colombia	245	Honduras	107	Micronesia, Federated States of
122	Comoros	250	Hong Kong		

TOEIC NATIVE COUNTRY CODES

377	Midway Islands	474	Puerto Rico	550	Tahiti
376	Moldova	477	Qatar	555	Taiwan
378	Monaco	482	Reunion	556	Tajikistan
379	Mongolia	483	Romania	560	Tanzania
381	Monserrat	484	Russia	565	Thailand
354	Montenegro	487	Rwanda	567	Togo
380	Morocco	620	Samoa (formerly Western Samoa)	570	Tonga
385	Mozambique			575	Trinidad and Tobago
90	Myanmar (Burma)	488	San Marino	580	Tunisia
388	Namibia	489	Sao Tome and Principe	585	Turkey
386	Nauru	490	Saudi Arabia	584	Turkmenistan
387	Nepal	495	Scotland	586	Turks and Caicos Islands
390	Netherlands	497	Senegal	587	Tuvalu
395	Netherlands Antilles	494	Serbia	590	Uganda
396	New Caledonia	498	Seychelles	589	Ukraine
405	New Zealand	500	Sierra Leone	591	United Arab Emirates
420	Nicaragua	505	Singapore	588	United Kingdom
425	Niger	503	Slovakia	592	United States of America
430	Nigeria	504	Slovenia	595	Uruguay
433	Niue	506	Solomon Islands	607	US Virgin Islands
434	Northern Ireland	507	Somalia	594	Uzbekistan
435	Norway	510	South Africa	596	Vanuatu
440	Okinawa	515	Spain	597	Vatican City
443	Oman	520	Sri Lanka	600	Venezuela
445	Pakistan	486	St. Kitts and Nevis	605	Vietnam
447	Palau	521	St. Lucia	610	Wales
450	Panama	522	St. Vincent and the Grenadines	611	West Bank
400	Papua New Guinea	525	Sudan	615	West Indies Assoc. States
455	Paraguay	527	Suriname	623	Yemen
460	Peru	530	Swaziland	635	Zambia
465	Philippines	535	Sweden	480	Zimbabwe
470	Poland	540	Switzerland		
475	Portugal	545	Syria	999	Other

TOEIC NATIVE LANGUAGE CODES

101	Afrikaans	507	Hebrew	127	Oromo (Galla)
405	Albanian	323	Hindi	610	Palauan
107	Amharic	443	Hungarian (Magyar)	319	Panay-Hiligaynon
501	Arabic	136	Ibo (Igbo)	357	Pashtu
401	Armenian	447	Icelandic	611	Pidgin
301	Assamese	326	Ilocano	459	Polish
402	Azeri	328	Indonesian	613	Ponapean
403	Bashkir	450	Italian	461	Portuguese
404	Basque (Euskara)	331	Japanese	463	Provençal
408	Belarussian	332	Javanese	355	Punjabi
111	Bemba	335	Kannada (Kanarese)	358	Rajasthani
305	Bengali	121	Kanuri	464	Romanian
113	Berber	338	Kashmiri	141	Ruanda
302	Bhili	339	Kazakh	467	Russian
303	Bikol	310	Khmer (Kampuchean)	365	Samar-Leyte
407	Bulgarian	142	Kikuyu	616	Samoan
307	Burmese	149	Kirundi	372	Santali
317	Buyi	352	Konkani	469	Serbian
321	Cantonese	340	Korean	470	Serbo-Croatian
410	Catalan	342	Kurdish	166	Sesotho
312	Cebuano (Visayan)	359	Kurukh (Oraon)	167	Setswana
114	Chichewa	604	Kusaiean	170	Shona
315	Chinese	451	Kyrgyz	360	Sindhi
412	Chuvash	343	Lao	361	Sinhalese
411	Corsican	452	Latvian	169	Siswati
414	Croatian	145	Lingala	473	Slovak
413	Czech	453	Lithuanian	474	Slovene
416	Danish	148	Luba-Lulua	173	Somali
325	Dong	153	Luo	478	Spanish
419	Dutch	454	Macedonian	364	Sundanese
116	Efik-Ibibio	375	Madurese	176	Swahili
422	English	156	Malagasy	481	Swedish
425	Estonian	345	Malay	367	Tagalog
119	Ewe	346	Malayalam	619	Tahitian
504	Farsi (Persian)	159	Malinke-Bambara-Dyula	370	Tamil
601	Fijian	455	Maltese	371	Tatar
428	Finnish	336	Mandarin	373	Telugu
434	French	348	Marathi	376	Thai
122	Fula (Peulh)	607	Marshallese	379	Tibetian
436	Galician	162	Mende	179	Tigrinya
151	Ganda (Luganda)	362	Minankabau	622	Tongan
438	Georgian	457	Moldovan	625	Trukese
437	German	341	Mongolian	382	Tulu
602	Gilbertese	128	Moré	484	Turkish
440	Greek	351	Nepali	483	Turkmen
201	Guarani	456	Norwegian	182	Twi-Fante (Akan)
320	Gujarati	131	Nyanja	368	Uighur
133	Hausa	353	Oriya	487	Ukrainian

TOEIC NATIVE LANGUAGE CODES

628	Ulithian	178	Xhosa	396	Zhuang
385	Urdu	631	Yapese	191	Zulu
495	Uzbek	393	Yi		
388	Vietnamese	442	Yiddish	999	Other
185	Wolof	188	Yoruba		

SAMPLE ANSWER SHEET



TOEIC

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

MARKING DIRECTIONS

CORRECT MARK

INCORRECT MARKS



1 NAME At the arrow, using one box for each letter, print your last (family/surname) name(s) in the first area. If you have more than one last (family/surname) name, leave a space between names. In the second area, print your first (given) name(s). Below each box, fill in the circle containing the same letter. If your name includes any accent marks, fill these in using the circles above the boxes.

Last Name Bubbles	First Name Bubbles
Alphabet Bubbles for Name	Alphabet Bubbles for Name

2 SEX

M

F

3 COUNTRY CODE

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

4 LANGUAGE CODE

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

5 IDENTIFICATION NUMBER

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

6 DATE OF BIRTH

MM	DD	YYYY
0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

7

JOB

ORGANIZATION

CITY

8

TESTING LOCATION

CITY

9

TEST BOOK SERIAL NUMBER



Read the choices below each question and select the one best answer. Fill in only one answer for each question.

Section I.

Your educational and/or work-related background

1. Choose either the level of education in which you are currently enrolled or the highest level that you have completed.
 - A. Elementary school (primary school)
 - B. General secondary school (junior high school)
 - C. Secondary school for university entrance qualification or equivalent (high school)
 - D. Vocational/technical high school
 - E. Vocational/technical school after high school
 - F. Community/junior college (for associate degree)
 - G. Undergraduate college or university (for bachelor's degree)
 - H. Graduate or professional school (for master's or doctoral degree)
 - I. Language institution
2. Choose the major that you are currently enrolled in or the major of your highest degree. (The majors shown in parentheses are examples only.)
 - A. Liberal arts (education, fine arts, languages, literature, music, psychology)
 - B. Social studies/law (international studies, law studies, political science, sociology)
 - C. Accounting/business/economics
 - D. Finance/marketing/trading
 - E. Sciences (agriculture, computer science, mathematics, physics, statistics)
 - F. Health (medicine, nursing, pharmacy, public health)
 - G. Engineering/architecture
 - H. Other/none
3. Which of the following best describes your current status?
 - A. I am employed full-time (including self-employed).
 - B. I am employed part-time and/or study part-time.
 - C. I am not employed. (Skip to Question #6.)
 - D. I am a full-time student. (Skip to Question #6.)
4. If you are currently employed, which industry best describes that of your current employer?
 01. Agriculture/fishing/forestry/mining
 02. Construction/building design
 03. Manufacturing—food
 04. Manufacturing—pharmaceuticals
 05. Manufacturing—chemicals
 06. Manufacturing—fabric/paper
 07. Manufacturing—oil/petroleum/rubber
 08. Manufacturing—steel/other metals
 09. Manufacturing—machinery/fine machinery
 10. Manufacturing—electronic
 11. Manufacturing—vehicles (includes manufacturing of all modes of transportation)
 12. Manufacturing—cement/glass
 13. Manufacturing—clothing
 14. Manufacturing—other
 15. Service—education (high school equivalent or below)
 16. Service—education (college equivalent or above, assessment, research)
 17. Service—court/legislative/municipal/prefecture
 18. Service—foreign affairs
 19. Service—armed forces
 20. Service—health/hospital/medical research
 21. Service—hotel/recreation/restaurant/travel
 22. Service—other
 23. Public utilities production/management (electricity/water supply)
 24. Broadcasting/mass media
 25. Telecommunication
 26. Retail/wholesale
 27. Trading
 28. Accounting/banking/finance/security
 29. Insurance
 30. Real estate
 31. Transportation
 32. Other
5. If you are currently employed, which of the following best describes the type of job you do? (The jobs shown in parentheses are examples only.)
 - A. Management (executive, manager, director)
 - B. Scientific/technical professionals (engineer, mathematician, programmer, researcher, scientist)
 - C. Teaching/training
 - D. Professional specialist (accountant, broker, financial specialist, lawyer)





- E. Technician (carpenter, electrician, equipment operator, plumber)
- F. Marketing/sales (foreign exchange broker, marketing analyst, real estate agent, sales representative, travel agent)
- G. Clerical/administrative (office staff member, receptionist, secretary)
- H. Services (customer service representative, human resources representative, hotel staff member, public relations representative)
- I. Other

Section II.

Your English-language experience

6. How many years have you spent studying English?
- A. Less than or equal to 4 years
 - B. More than 4 years but less than or equal to 6 years
 - C. More than 6 years but less than or equal to 10 years
 - D. More than 10 years
7. Which of the following language skills are/were most emphasized?
- A. Listening
 - B. Reading
 - C. Speaking
 - D. Writing
 - E. Listening and speaking
 - F. Reading and writing
 - G. Listening, reading, speaking, and writing
8. How much time must you use English in your daily life?
- A. None at all
 - B. 1 to 10%
 - C. 11 to 20%
 - D. 21 to 50%
 - E. 51 to 100%
9. Which of the following English-language skills do you use most often?
- A. Listening
 - B. Reading
 - C. Speaking
 - D. Writing
 - E. Listening and speaking
 - F. Reading and writing
 - G. Listening, reading, speaking, and writing
10. How often has difficulty with English affected your ability to communicate?
- A. Almost never
 - B. Seldom
 - C. Sometimes
 - D. Frequently
 - E. Almost always
11. Have you ever lived in a country in which English is the main spoken language?
- A. No (Skip to Question #13.)
 - B. Yes, for less than 6 months
 - C. Yes, for 6 to 12 months
 - D. Yes, for more than 1 but less than or equal to 2 years
 - E. Yes, for more than 2 years
12. What was your main purpose for living in a country in which English is the main spoken language?
- A. To study (in other than an English-language program)
 - B. To participate in an English-language program
 - C. To travel (not work related)
 - D. To work
 - E. Other

Section III.

Your experience in taking the TOEIC test

13. Before today, how many times have you taken the TOEIC test?
- A. Never
 - B. Once
 - C. Twice
 - D. Three times or more
14. What is your main purpose for taking today's TOEIC test?
- A. For a job application
 - B. For promotion
 - C. To assess the effectiveness of an English-language program
 - D. To assess future learning needs
 - E. To graduate from a course of study

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