

## TOEIC® SPEAKING TEST QUESTION 10: PROPOSE A SOLUTION

### VOCAB REVIEW

### SAMPLE QUESTION

**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.

You will hear: Good morning. My name is Mary Jones and I took one of your taxis home last night. However, um ... this morning I realized that I don't have my cellphone and I think it's possible I left it in the taxi. So, could you please check that for me? Could you check to see if your driver found my cellphone in his taxi? I have the taxi receipt still ... the taxi's number is 1749. I rode the taxi home last night around 9:30. Again, my name is Mary Jones, and my phone number is 0946-333-2008. Thanks very much.

### RESPONSE TIME

00:00:30

---

### RESPONSE TIME

00:00:60

---

### ◎ STRATEGY

During the rather short 30 second preparation time, you need to have a clear strategy in responding to the task, based on the most relevant information: 1. Who is calling? 2. What is your role? 3. What is the problem? 4. What are the details, any special conditions that need to be dealt with (time, deadlines, etc.)? 5. What does the caller want? 6. What should you do next?

### Exercise 1

Listen to the above voice message three times and answer the following questions.

1. Who is calling? 2. What is your role? 3. What is the problem? 4. What are the details, any special conditions that need to be dealt with (time, deadlines, etc.)? 5. What does the caller want? 6. What should you do next?

In giving your response to requests, you should use the following structure (in general):

1. **Greet the caller using his/her name and introduce yourself and your position (if appropriate).**

E.g. Hello. This is Mike from Ayala Property Management.

2. **Say that you got his/her message and give a short summary of the request.**

E.g. I am returning a call from Ms. Jane Stanford about putting in a larger bathtub in her rental apartment.

3. **Use your imagination to think of possible responses to the request and if it is an impossible request, then, reasons why it is difficult, or give extra conditions.**

E.g. We really understand that the bathtub in your apartment is rather small and you would prefer a larger one. However, the owner of your apartment complex has said it is too expensive to put in a brand-new tub.

4. **Suggest your solution.**

E.g. Then I suggested that you might be willing to pay half the cost if the owner pays the rest.

5. **Finish the response with a closing remark.**

E.g. Please let me know if this would be OK with you as soon as possible. Call me at the office anytime during our working hours. I am looking forward to hearing from you soon. Thank you.

### DICTION

1. He ..... the black jacket for a blue one.
2. I'll heat it up in the .....
3. We apologize for the delay and any .....
4. You can travel by train or ..... by bus.
5. The ..... on my iron needs changing.
6. The agreement was .....