

# Especial English Corner

Descubre cómo el English Corner te ayuda a prepararte para tener éxito en el examen TOEIC

Parte 2: Listening “**Question - Response**”





Throughout the following Special English Corners you will find a specific series dealing with TOEIC examination and providing hints, contents and explanations aimed at helping you improve your TOEIC results.

### Listening Section:

- Part 1: Photographs
- **Part 2: Question-Response**
- Part 3: Conversations
- Part 4: Short Talks

Following the TOEIC examination organization, in this release we will continue with contents useful for **Section 1: Listening**, helping you succeed in the second part of the **Listening Section: Question-Response**.

Listening skills are important for face-to-face communication, meetings, videoconferencing, podcasts and telephone conversations.

You will find below several points– either grammar, vocabulary or exam tips – useful for your success in the Question-Response part of the Listening section.

[Authentic examination instructions]

**(Part 2) Question-Response** You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.



## 1. Question formation

<b>Yes/no Questions</b>	<p>You put the <b>auxiliary verb</b> before the <u>subject</u> in questions. You put the rest of the verb after the subject.</p> <ul style="list-style-type: none"><li>– <b>Have</b> <u>you</u> finished the book?</li><li>– <b>Had</b> <u>you</u> traveled to the UK before last week visit?</li><li>– <b>Have</b> <u>you</u> been living in Madrid since 2001?</li></ul> <p>If there are <u>adverbs</u>, they normally come after the subject and before the rest of the verb.</p> <ul style="list-style-type: none"><li>– Have you <u>ever</u> lived abroad?</li><li>– Has he <u>recently</u> attended your classes?</li></ul>
	<p>When a verb has no auxiliary, you use the <b>auxiliary do</b> in the question, followed by an <u>infinitive</u> without <i>to</i>.</p> <ul style="list-style-type: none"><li>– <b>Do</b> you <u>write</u> down the new words in your notebook?</li><li>– <b>Does</b> he usually <u>drive</u> to the office?</li><li>– <b>Do</b> they ever <u>use</u> English at work?</li><li>– <b>Did</b> you <u>complete</u> the course?</li></ul>
	<p>You don't use <i>do</i> in questions with <b>modal verbs</b> or the verb <b>be</b>.</p> <ul style="list-style-type: none"><li>– <b>Can</b> you speak German?</li><li>– <b>Should</b> we arrange a meeting for tomorrow?</li><li>– <b>Could</b> she be there now?</li><li>– <b>Are</b> they waiting for the CEO?</li><li>– <b>Is</b> this your car?</li></ul>
<b>WH- Questions</b>	<p>When you use a <u>question word</u> (<i>who, what, where, when, how</i>) you put an <b>auxiliary</b> verb before the subject.</p> <ul style="list-style-type: none"><li>– <u>What</u> <b>do</b> you enjoy most from your present job?</li><li>– <u>Who</u> <b>would</b> you like to win the prize?</li><li>– <u>How</u> long <b>have</b> you been studying English?</li><li>– <u>When</u> <b>did</b> she arrive?</li><li>– <u>How</u> far <b>have</b> you reached with this matter?</li></ul>
	<p>When <i>who, what</i> or <i>which</i> is the <u>subject</u> of the sentence, you don't use <i>do</i>.</p> <ul style="list-style-type: none"><li>– <u>Who</u> gives you most help at work?</li><li>– <u>What</u> is easier for you to speak, English or French?</li><li>– <u>Which</u> is the most expensive?</li></ul>



## 2. Everyday phrases

There are phrases you frequently use in an English speaking business environment which are good to know. Here you have some of them:

You hear	You can respond
Hi, how are you?	Very well thanks. And you?
Hello, I'm Tom.	Good / Pleased to meet you, Tom. My name's Paul.
I'm so sorry to be late.	Don't worry. / No problem.
Thank you for your help.	Not at all. My pleasure.
Would you like a coffee?	Thanks. I'd love one.
Can I give you a lift to the station?	That's very kind of you, but I don't want to put you out.
How was your trip?	Not bad, thanks. The plane wasn't delayed / was on time.
How are you fixed for time?	I have to catch a train at 5pm.
Sorry, do you mind if I just take this call?	No, please go ahead.
Do you expect to come back in the summer?	I hope so. / I expect so. / No, I doubt it.
Would you like to go for a meal this evening?	That would be very nice. / I'd love to, but I can't.
I'm afraid I can't make it to the meeting.	Oh, that's a shame / pity. / I'm sorry to hear that.
Actually I think that's my pen.	I'm so sorry. I didn't realize.

## 3. Opposites – Adjectives

A way of learning vocabulary is finding the opposite word in meaning. Here you have adjective pairs frequently used in business:

Approximate	Exact
Clear	Ambiguous
Compulsory	Voluntary
Considerable	Slight
Crude	Sophisticated
Delicate	Strong
Dim	Strong
Easy	Difficult
Even	Odd
Flexible	Rigid
Graceful	Awkward
Guilty	Innocent
Harmful	Beneficial
Reluctant	Willing
Scarce	Plentiful
Superficial	Profound



#### 4. Position of Adverbs and Adverbial Phrases

The position of adverbs and adverbial phrases can seem difficult to master in English, but if you get to apply these simple rules, you will not only become more accurate but also more elaborate and advanced in the use of the language.



You use	Rules	Examples
<b>Any</b>	Don't separate a transitive verb from its direct object.	He left <del>early</del> the party <i>early</i> .
	We usually follow the order: manner, place and time.	I've lived <i>happily in Madrid for ten years now</i> .
<b>Adverbs</b>	Adverbs generally go after the main verb.	He cooked <i>slowly</i> .
	Adverbs of frequency ( <i>often, always, etc</i> ) and qualifiers ( <i>really, absolutely, etc</i> ) go before the main verb.	You <i>always</i> buy a present of some kind. I <i>really</i> like him.
	With <i>be</i> , adverbs of frequency go after the verb.	He is <i>always</i> in meetings when I call.
<b>Adverbial phrases</b>	Adverbial phrases go after the objects.	He paid the shopping <i>for his sister in cash</i> .
	Phrases expressing time ( <i>in the morning, three days ago, last year, etc</i> ) can go at the beginning or the end of a sentence.	<i>Last year</i> I went to India for summer holidays / I went to India for summer holidays <i>last year</i> .

#### 5. Tag Questions

Remember that tag questions are a very good way to show friendliness or to make conversation. Make sure you know and can use accurately the following ones:

Tags after affirmative statements	<p><b>Statement without auxiliary verb:</b> If the main verb is in the present simple tense, you use <i>don't</i> or <i>doesn't</i>. If the main verb is in the simple past tense, you use <i>didn't</i>.</p> <ul style="list-style-type: none"> <li>– <i>You speak German, <b>don't you?</b></i></li> <li>– <i>He finished the task, <b>didn't he?</b></i></li> </ul> <p><b>Statement with auxiliary verb:</b> you use the auxiliary verb in the same tense but in the negative form.</p> <ul style="list-style-type: none"> <li>– <i>There will be three different teachers, <b>won't there?</b></i></li> <li>– <i>You were travelling a lot last year, <b>weren't you?</b></i></li> <li>– <i>They have been trying to solve the problem all morning, <b>haven't they?</b></i></li> </ul>
Tags after negative statements	<p>You use the auxiliary verb in the same tense but in the affirmative form.</p> <ul style="list-style-type: none"> <li>– <i>I am not giving the course alone, <b>am I?</b></i></li> <li>– <i>You haven't forgotten to book the hotel, <b>have you?</b></i></li> <li>– <i>She didn't arrive late to the meeting, <b>did she?</b></i></li> </ul>
Tags with Imperatives	<p>You use imperative questions to give an order politely or to encourage someone to do something. If the main verb is in the imperative form (no subject expressed and infinitive without to) you use the auxiliary <i>will</i>.</p>



	<ul style="list-style-type: none"><li>- Say something in Portuguese, <b>will you?</b></li><li>- Open the door, <b>will you?</b></li></ul>
Tags with Suggestions	<p>You use the tag question here to sound more empathic and enthusiastic. If the main verb is <u>let's</u> + infinitive, you use the auxiliary <i>shall</i> + <i>we</i>.</p> <ul style="list-style-type: none"><li>- <u>Let's</u> go to Rome this Christmas, <b>shall we?</b></li><li>- <u>Let's</u> try something different, <b>shall we?</b></li></ul>
Reply questions	<p>You can reply to a statement by making a short question, containing just the auxiliary verb and the personal pronoun. Reply questions do not ask for information; depending upon the intonation they express interest (falling intonation) or contrast or surprise (rising intonation).</p> <ul style="list-style-type: none"><li>- Answering an affirmative statement. A: It only <u>takes</u> two hours. B: <b>Does it?</b> I didn't know that.</li><li>- Answering a negative statement. A: He <u>doesn't</u> like English. B: <b>Doesn't he?</b> I thought he did.</li></ul>
Intonation of tag questions	<p>To show you expect agreement, the intonation falls on the tag.</p> <ul style="list-style-type: none"><li>- You like ice-cream, <b>don't you?</b> You really look like enjoying that one.</li></ul> <p style="text-align: center;"></p> <p>To ask a real question, the intonation rises on the tag.</p> <ul style="list-style-type: none"><li>- But she arrived yesterday, <b>didn't she?</b> Now I am not sure.</li></ul> <p style="text-align: center;"></p>
Answering a tag question	<p>It is usual to give <b>short answers</b> to question tags. Be careful when answering tag questions after <u>negative</u> statements:</p> <p>A: You speak French, don't you? B: <b>Yes, I do.</b> / <b>No, I don't</b></p> <p>A: You <u>haven't</u> forgotten that, have you? B: <b>Yes.</b> (= Yes, I have forgotten it.) / <b>No.</b> (= No, I haven't forgotten it.)</p>



## 6. Indirect Questions

There are two types of questions in English: direct questions and indirect questions.

We use direct questions to ask for specific information and can be open (more than one possible answer) or closed (yes / no) ended questions. Two examples include:

- Where are you from? (Open ended)
- Are you from Madrid? (Closed)

Indirect questions, however, are usually asking for knowledge, memory or the ability to give information. It is very important to understand this question style as it is very common in English, especially for being formal or polite.

Indirect questions usually start with:

Do you know...? Can / could you tell me...? or Do you remember...?

- Do you know where Angela is?
- Do you remember where we went?
- Could you tell me what the time is?

Notice that there is usually one adverb (when, where, here, there, etc.) in the question. These are very helpful when asking for or confirming information.

Also notice that in these questions the verb come **AFTER THE NOUN**

- Do you know where the pharmacy is?
- Do you know how much this pen costs?
- Can you tell me where the theater is?
- Can you tell me how much I have to pay?
- Could you tell me who the author of this book is, please?
- Do you remember how we met?
- Do you remember what I told you yesterday?
- Do you remember when we had dinner?



## 7. Relative Clauses

### Defining Relative Clauses:

You can define people, things, places and activities with a relative clause beginning with **who**, **that**, **which**, **where**, **when**, **whose** or **whom**. The information in the defining relative clause is important for the sense of the sentence and gives essential information about the subject or object of the sentence. The relative clause cannot be separated from the person or thing it describes.

<p>You use <b>who</b> or <b>that</b> to define people:</p>	<p>As a subject pronoun.  <i>The man <u>who</u> telephones me earlier was my husband.</i>          In this sentence <b>who</b> refers to the subject = <i>the man</i>.  <b>That</b> is often used instead of <b>who</b> in everyday speech.</p> <p>As an object pronoun.  <i>The most interesting speaker <u>who</u> we met was Dr Fitouri.</i>          In this sentence <b>who</b> refers to the object = <i>Dr Fitouri</i>.          You can leave out <b>who/that</b> when referring to the object of the relative clause: <i>The most interesting speaker we met was Dr Fitouri.</i></p>
<p>You use <b>which</b> or <b>that</b> to define things, being <b>which</b> a more formal option:</p>	<p>As a subject pronoun.  <i>There is a large garage <u>which</u> belongs to the house. That was the dog <u>that</u> suffered the accident.</i></p> <p>As an object pronoun.  <i>It is the nicest car <u>which/that</u> I have ever seen.</i>          You can leave out <b>which/that</b> when it is the object of the relative clause: <i>It is the nicest car I have ever seen.</i>  <i>By 4:30, there was only one painting <u>which</u> hadn't been sold.</i></p>
<p>You use <b>where</b> to define places and activities:</p>	<p><i>This is the street <u>where</u> I live.</i>  <i>The house <u>where</u> my parents live is near the city center.</i>          If you leave out <b>where</b>, you have to add a preposition: <i>The house my parents live in is near the city center.</i>  <i>Namaste is a greeting <u>where</u> you put your palms together and bow.</i></p>
<p>You use <b>when</b> for times:</p>	<p><i>There is hardly a moment <u>when</u> I don't think of you, Sophia.</i>  <i>The time <u>when</u> I get up is usually around 8 o'clock.</i>          You can usually leave out <b>when</b> in a defining relative clause: <i>The time I get up is usually 8 o'clock.</i></p>
<p>You use <b>whose</b> for possession:</p>	<p><i>The guests <u>whose</u> rooms had been broken into complained to the manager.</i></p>
<p><b>Whom</b> is the object form of <i>who</i> and is used</p>	<p><i>He was a person <u>whom</u> everyone regarded as trustworthy.</i>          However, this is now felt too formal by most speakers and <i>who</i> is commonly</p>





formally in object clauses.	used instead.
<b>Whom</b> has to be used if it follows a preposition.	<i>To <u>whom</u> it may concern.</i> <i>To <u>whom</u> am I speaking?</i> But in everyday use this is normally avoided, using instead: <i><u>Who</u> am I speaking to?</i>
Sentences ending in a <b>preposition</b> or phrasal verbs:	In conversational English it is common to end a defining clause with a preposition. <i>That's the house I used to live <u>in</u>.</i> <i>I couldn't remember which station to get off <u>at</u>.</i> <i>He's not someone who I really get on <u>with</u>.</i>
Omitting <b>which/who + be</b> :	It may be possible to reduce a verb phrase after <b>who/which</b> to an adjectival phrase, especially to define phrases such as <b>the only one, the last/first one</b> . <i>Jim was the only one of his platoon <u>who had not been taken prisoner</u>.</i> <i>Jim was the only one in his platoon <u>not taken prisoner</u>.</i> <i>By 4.30, there was only one painting <u>which had not been sold</u>.</i> <i>By 4.30, there was only one painting <u>not sold</u>.</i> <i>The man <u>who was entering the house</u> shouted her name.</i> <i>The man <u>entering the house</u> shouted her name.</i> <i>The match <u>which is taking place at the moment</u> has a lot of controversy.</i> <i>The match <u>taking place at the moment</u> has a lot of controversy.</i>

### Non-defining Relative Clauses:

You use a non-defining relative clause **who, which, where, when** or **whose** to give extra information about the subject or object of a sentence. Relative pronouns cannot be left out in non-defining relative clauses. Commas are necessary around non-defining relative clauses when written, and pauses and special intonation are needed when spoken. You cannot use **that** in non-defining relative clauses.

You use <b>who</b> for people:	<i>William Boyd, <u>who</u> has written many books, is one of my favorite authors.</i>
You use <b>which</b> for things:	<i>I gave him a glass of water, <u>which</u> he drank immediately.</i> <i>The train, <u>which</u> was already an hour late, broke down again.</i> <i>By 4:30, <u>which</u> was almost a closing time, nearly all the paintings had been sold.</i> You can use <b>which</b> to refer to the whole situation described in the main clause: <i>My car is in the garage, <u>which</u> means I will get the bus to work.</i> <i>There was nobody left in the train, <u>which</u> made me suspicious.</i> Phrases such as <b>at which time/point, in which case, by which time, in which event</b> can be used in the same way:



	<i>I watched the play until the end of the first act, <u>at which point</u> I felt I had seen enough. A warning sign 'Overheat' may come on, <u>in which case</u> turn off the appliance at once.</i>
You use <b>where</b> for named places:	<i>I stopped in Mainsone, <u>where</u> my sister owns a shop.</i>
You use <b>when</b> for named times:	<i>Come back at 3:30, <u>when</u> I won't be so busy.</i>
You use <b>whose</b> for possession:	<i>Several guests, <u>whose</u> cars were parked outside, were waiting at the door.</i>
Clauses beginning with <b>what</b> or <b>whatever</b> :	<b>What</b> meaning 'the thing' or 'things which' can be used to start clauses. <i>I can't believe <u>what</u> you told me yesterday. <u>What</u> you should do is to write a letter to the manager.</i> <b>Whatever, whoever, whichever</b> can be used in a similar way. <i>You can rely on Helen to do <u>whatever</u> she can. <u>Whoever</u> arrives first can turn on the heating.</i>

## 8. Modal Verbs

Expressing modality is an ability necessary to master to achieve a really advanced level of the English language. Here you have a straightforward summary of the possible verbs you can use and the different functions they can carry out.

Verb	Uses	Example
<b>Can</b>	Ability / Possibility	<i>They can control their own budgets.</i>
	Inability / impossibility	<i>We can't fix it.</i>
	Asking for permission	<i>Can I smoke here?</i>
	Request	<i>Can you help me?</i>
<b>Could</b>	Asking for permission	<i>Could I borrow your dictionary?</i>
	Request	<i>Could you say that again more slowly.</i>
	Suggestion	<i>We could try to fix it ourselves.</i>
	Future possibility	<i>I think we could have another Gulf War.</i>
	Ability in the past	<i>He gave up his old job so he could work for us.</i>
<b>Be able to</b>	Ability	<i>I am able to drive for hours without stopping.</i>
	Inability	<i>I was not able to reach in time.</i>
<b>May</b>	Asking for permission	<i>May I have another cup of coffee?</i>
	Future possibility	<i>China may become a major economic power.</i>



<b>Might</b>	Future possibility	<i>They might give us a 10% discount.</i>
<b>Will</b>	Instant decisions	<i>I can't see any taxis so I'll walk.</i>
	Offer	<i>I'll do that for you if you like.</i>
	Promise	<i>I'll get back to you first thing on Monday.</i>
	Prediction	<i>Profits will increase next year.</i>
<b>Would</b>	Asking for permission	<i>Would you mind if I brought a colleague?</i>
	Request	<i>Would you pass the salt?</i>
	Making arrangements	<i>'Would three o'clock suit you?' – 'That'd be fine.'</i>
	Invitation	<i>Would you like to play golf this Friday?</i>
	Preferences	<i>'Would you prefer tea or coffee?' – 'I'd like tea, please.'</i>
<b>Shall</b>	Offer	<i>Shall I help you with your baggage?</i>
	Suggestion	<i>Shall we say 2.30, then?</i>
	Asking what to do	<i>Shall I do that or will you?</i>
<b>Should</b>	Saying what's right	<i>We should sort out this problem at once.</i>
	Recommending action	<i>I think we should check everything again.</i>
<b>Ought to</b>	Saying what's right	<i>We ought to employ a professional writer.</i>
<b>Must</b>	Necessity / Obligation	<i>We must sell these stocks now.</i>
	Prohibition	<i>They mustn't disrupt the work more than necessary.</i>
<b>Have to</b>	Necessity / Obligation	<i>They have to send these packs to Denver.</i>
	Lack of obligation	<i>I don't have to get a visa to travel within Europe.</i>



## Examples:

### Tips and Tricks for this part:

1. You will hear different types of questions, some of them just ask for information but others may be invitations, suggestions or comments.
2. Determine what type of question is being asked and the purpose of it. Then, determine the appropriate response to such question.
3. Understand what type of information the question asks for.
4. Listen carefully for question words such as: who, what, where, when, etc. Especially at the beginning of each statement.
5. Correct answers not always contain the same VERB and TENSE as the question or statement.
6. Bear in mind that an appropriate response must take the time frame of the question or statement into account.
7. Eliminate distractors and inappropriate answer choices.
8. Question tags are very frequent in this part of the test.
9. Remember to scan and predict the possible answer, trying to be one question ahead.

### Example 2.1.

- M: Do you ever take the bus to work?  
W: A. Sometimes, but not usually.  
B. Yes, It does.  
C: It's in the tall building on Hennepin Avenue.

ANSWER: A

### Example 2.2.

- W: You got the promotion, didn't you?  
M: A. It's right here in my bag.  
B. No, and I'm so disappointed.  
C. I didn't want to go.

ANSWER: B

### Example 2.3.

- M: What did you think of the documentary?  
W: A. I thought it would be more crowded.  
B. It was so stimulating.  
C. I saw it last night.

ANSWER: B



**Example 2.4.**

W: Shall I run the designs to Rudy upstairs?

M: A. No one is working upstairs.

B. She is a serious athlete.

C. That's OK; I'll do it myself.

ANSWER: C

**Example 2.5.**

M: Would you like a cup of tea?

W: A. Did I do something illegal?

B. Yes, I do like it.

C. No, but thank you for asking.

ANSWER: C

**Example 2.6.**

W: Can you take this to be e-mailed when you get a chance?

M: A. No, I don't have all the facts.

B. That really is a wonderful opportunity.

C. Could you ask Sue? I'm swamped.

ANSWER: C

**Example 2.7.**

W: Who should sign for this delivery?

M: A. I didn't want any signs to be delivered.

B. That would be Mr. King down the hall.

C. I think he should come in tomorrow.

ANSWER: B

**Example 2.8.**

W: You have just arrived from Honolulu, haven't you?

M: A. Yes, I leave tomorrow.

B. For about two weeks.

C. Yes, and I wish I could go back!

ANSWER: C