



## READING TEST 9<sup>th</sup> FORM

### Variant 1 TEST ANSWERS/KEYS

#### part 1

#	1	2	3	4	5	6
answer	<b>B</b>	<b>A</b>	<b>A</b>	<b>C</b>	<b>C</b>	<b>A</b>

#### part 2

#	7	8	9	10	11	12
answer	<b>F</b>	<b>F</b>	<b>T</b>	<b>T</b>	<b>F</b>	<b>T</b>

#### part 3

#	13	14	15	16	17	18	19	20	21	22
answer	<b>D</b>	<b>C</b>	<b>D</b>	<b>C</b>	<b>A</b>	<b>A</b>	<b>B</b>	<b>D</b>	<b>A</b>	<b>C</b>

## part 1

### p.78-79 READING Part 5

- 1 **B:** The key sentence is *If it is just a matter of changing or exchanging goods, the sales assistant can deal with it.* (lines 4-5)  
**A:** This would be dealt with by a *Supervisor or Customer Services.* (line 7)  
**C:** This would be dealt with by *someone higher up, such as the Store Manager.* (line 10)
- 2 **A:** The key phrase is *the customer refuses to listen or to accept the offered solution* (lines 8-9). This is when the Store Manager or Head Office would be involved.
- B** There is nothing in the text about overcharging the customer.  
**C** The text refers to *staff rudeness* (line 6), not customer rudeness.
- 3 **A:** The key section is *they know that not all their goods are going to be perfect. They accept, therefore, that most (if not all) customer complaints are justified.* (lines 13-15)  
**B:** This may be true in real life but the text does not say this.  
**C:** There is nothing in the text about the percentage of goods returned.
- 4 **C:** The key sentence is *But if the store listens politely, checks the problem, and then offers a replacement or a refund, with an apology if needed, the customer will remain loyal.* (lines 19-21)  
**A:** The store should listen to all complaints but the text does not say that the store should always agree with the complaint.  
**B:** It is not the customers but the complaints that are referred to Head Office.
- 5 **C:** The key phrase is *many retailers have cut running costs by employing fewer staff.* (lines 25-26)  
**A:** This is mentioned in the text but it is not the reason why it takes so long to get served.  
**B:** The text says *there simply aren't enough sales assistants or staff at the checkout desks* (lines 26-27), so it is the shortage staff, not checkout desks that causes the problem.
- 6 **A:** The key phrase is *the more likely explanation is that people are readier to complain nowadays.* (lines 29-30)  
**B:** This is wrong: the word *generation* (line 31) does not refer to the age of the customers.  
**C:** This is not true: earlier parts of the text say that stores generally **do** listen more to their customers.

## part 2

- 1 F – About 332 million people use LinkedIn.
- 2 F – These words tell nothing about employees' skills.
- 3 T
- 4 T
  
- 5 T
- 6 F – We should find words that clearly and correctly explain our skills, experience and achievements.

## part 3

### KEY

- 13 D (*'... I was so engrossed in playing the game that I was surprised when the nurse told me that she had finished dressing my wounds'*)
- 14 C (*'...this is why I think that we will not be able to do without it when teaching our children about ancient Rome'*)
- 15 D (*'At first the nurses gave me books to look at and sometimes music to listen to, but...'*)
- 16 C (*'The good thing is that if new discoveries are made, the program will simply be updated to include them and ...'*)
- 17 A (*'If the technology was available right now, patients would even be spared of a trip to the doctor's...'*)
- 18 A (*'The surgeon will be able to practise the operation several times before actually doing it, which means that there will be fewer mistakes'*)
- 19 B (*'...it will revolutionise effective crop management and it will result in cheaper and better quality food for all.'*)
- 20 D (*'Research shows that anxiety and pain are strongly connected and if patients are distracted, anxiety is reduced and the procedure becomes less painful... I was so engrossed in playing the game that I was surprised when the nurse told me that she had finished dressing the wounds'*)
- 21 A (*'... a program that aims to make virtual surgery a reality... If the technology was available right now, patients...'*)
- 22 C (*'It is sure to serve as a prototype for other city models'*)

## REFERENCES

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