

Questions 172–174 refer to the following memo.

MEMORANDUM

To: All company personnel
From: Milton Freeman, Office Manager
Date: September 22, 20__
Re: Photocopier issues

The photocopier has broken down again. This is the third time this month. We are all frustrated by the loss of valuable time this causes, not to mention the costs of the repairs. Part of the problem results from attempts at repairs made by persons who don't completely understand the operation of the machine. Even a simple problem like a paper jam can become exacerbated if not dealt with properly. In order to avoid problems in the future, please observe the following guidelines:

1. If you are unsure how to operate the photocopy machine, please ask Sally Garfield, my assistant, to show you how to use it.
2. If you have any problem at all with the photocopy machine, do not attempt to fix it yourself.
3. Please report all problems with the photocopy machine to Ms. Garfield. She has been trained to fix most common problems with the machine and is always ready to assist you with all photocopier issues.
4. Do not call a repairperson yourself. This is the responsibility of Ms. Garfield.

Thank you for your patience and cooperation.

172. How many times has the photocopier been broken this month?
- (A) One
(B) Two
(C) Three
(D) We don't know.
173. What should people do when the photocopier breaks?
- (A) Fix it
(B) Call a repairperson
(C) Send a memo to the office manager
(D) Tell Sally Garfield
174. The word "observe" in paragraph 1, line 7, is closest in meaning to
- (A) view
(B) state
(C) follow
(D) comment