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> My courses > Level 3, 2020-2021 > READING > PART 7 - Reading Comprehension > II. Article

Back to 'PART 7 - Reading Comprehension'

Started on Sunday, 18 April 2021, 1:51 PM

State Finished

Completed on Sunday, 18 April 2021, 1:52 PM

Time taken 1 min 21 secs

Grade 22 out of 22 (100%)

II. Article

Questions 1 and 2 refer to the following article.

Without a doubt, the most important part of any job application is the résumé. Along with a *cover* letter, it is the first impression a prospective employee makes on a potential employer. Therefore, it is important that a résumé provide as much relevant information as possible while remaining 'brief. A résumé should be no more than one full side of a sheet of paper. All too many candidates make the mistake of submitting several pages which, more often than not, don't *even* get a second glance. A résumé must be neatly printed, with at least three-quarter inch margins on all four sides. Use underlining, capital letters and asterisks to highlight important information. A resume should be single-spaced with an extra line between blocks of information.

Begin a résumé with your name, address, and contact information (e.g., telephone or fax, numbers, email address). Do not include age, marital status, or other personal facts. Next, many resumes state the position sought or career goal. Then comes perhaps the most important part: a chronological outline of work experience-starting with the most recent job and working backwards-including for each position a brief description of relevant duties and skills used or acquired. Finally, include an outline of your educational background from the most recent backwards. Make sure to list dates of completion, full names and locations (if not common knowledge) of schools, and diplomas or certificates awarded.

1. Which of the following should NOT be on your resume?

- ☐ A. Your name and telephone and fax numbers
- ☐ B. The year you received your bachelor's degree
- ☒ C. Your nationality and the fact that you are single ✓
- ☐ D. A description of tasks performed in your last job

2. What is true about a resume?

- ☒ A. Resumes should be brief but very informative. ✓
- ☐ B. A resume should have three-quarter inch margins on both sides.
- ☐ C. Important information should be italicized.
- ☐ D. An outline of educational background should end with the most recent information

Questions 3-5 refer to the following article.

Fax

To: Peter Cooke, Headly Electronics

From: Darren Simpson, Customs and Excise Bureau

Re: Shipment

Date: April 2nd

A shipment of 48 refrigerators has now been cleared for collection by the Dover Port Authority Customs and Excise Bureau. This shipment arrived on March 27th. An import tariff of £13 is payable on each item in the shipment. At £13 x 48 that comes to a total of £634. This is payable before the shipment will be released for collection. Payment should be made to Westman Bank, account #223003, account holder: Custom and Excise. Please fax us once payment has been made.

3. What is the purpose of this fax?

- ☐ A. To inform Darren Simpson of the cost of a refrigerator
- ☐ B. To inform Darren Simpson that he should pay a fee
- ☐ C. To inform Peter Cooke that his shipment has been rejected
- ☒ D. To inform Peter Cooke that his shipment is ready for collection ✓

4. Who is Darren Simpson?

- ☐ A. A trader
- ☐ B. A banker
- ☒ C. An official at the Customs and Excise Bureau ✓
- ☐ D. An importer of electrical appliances

5. What should Peter Cooke send after paying the import tariff?

- ☐ A. £634
- ☒ B. A fax ✓
- ☐ C. An email
- ☐ D. A letter

Questions 6-10 refer to the following article and letter.

Sustainability Magazine

Volume 10, No. 6

June 2009

Manufacturers Going Green

By Leo Durham

An increasing number of manufacturing companies around the country are going green, which they hope will put more green into their cash registers.

The Manufacturers Extension Partnership (MEP) works with a variety of state and regional industry associations and economic development groups to teach companies "lean" manufacturing techniques.

This not-for-profit organization, administered by the Department of Commerce, demonstrates how to reduce waste, or "fat," in the manufacturing process. This includes things such as cutting energy use, incorporating more efficient production techniques, and finding cheaper methods of packaging and shipping goods.

The result is better not only for the environment, but also for company profits. Last year, MEP helped more than 1,000 firms save about \$1.4 billion and increase their sales by \$10.5 billion. These actions led to the creation of nearly 57,000 new jobs.

"It was tremendous for us," said Mark McCartney, general manager of the Clear Water bottled water company. "MEP showed us how to cut our energy production in half, which led to a 3-percent increase in sales, and a 100-percent increase in production capacity."

McCartney has been quick to spread the wealth. Last year, a bottle of Clear Water retailed for \$1.50. Now, MEP training has enabled the company to slash the price to \$1.20.

Dear editor:

I enjoyed the article on MEP in the June issue of Sustainability Magazine. When manufacturers pass savings onto customers, everybody wins.

Overall, the writer did a fine job. However, there is one mistake in the article I would like to point out.

After our company finished training with MEP, sales jumped 30 percent, and our production capacity increased by 10 percent.

I would encourage every manufacturer to consider partnering with MEP. There's always some fat that can be trimmed from the production process.

William Lyons

CEO, Clear Water Bottling

6. What is the main purpose of MEP?

- ☐ A. To help manufacturers increase their profits
- ☐ B. To create new jobs in the manufacturing sector

- ☒ C. To teach manufacturers how to reduce waste ✓
- ☐ D. To lower the retail prices of consumer goods

7. In the article, the word "green" in paragraph 1, line 2, is closest in meaning to

- ☐ A. paper
- ☒ B. money ✓
- ☐ C. sales
- ☐ D. coins

8. Who is Mark McCartney?

- ☐ A. Author of the article
- ☐ B. Clear Water CEO
- ☐ C. President of the MEP
- ☒ D. Clear Water general manager ✓

9. What is NOT true?

- ☒ A. Clear Water's sales rose by 3 percent ✓
- ☐ B. Clear Water's production capacity increased 10 percent
- ☐ C. Clear Water dropped its retail prices
- ☐ D. Clear Water halved its energy production

10. According to the article, how much money did MEP help firms save last year?

- ☐ A. \$10.5 billion
- ☐ B. \$57,000
- ☐ C. \$1,000,000
- ☒ D. \$1.4 billion ✓

Questions 11-15 refer to the following article and letter.

Biz Weekly

July 15th, 2011

Diabetics Need Exercise

By Pat Warbrouck

For Chris Carter, exercising is as simple as a lunchtime walk. Carter, a software developer, knows it's vital to find ways to do so during work days that require sitting for long stretches of time. His life literally depends on it. "Exercise is like the one trump card I have," Carter said. "I realize that I have a lot of control over my condition." His condition, Type 1 diabetes, robs his body of the ability to produce insulin -- a hormone needed to convert glucose (blood sugar), starches and other food into the necessary energy for daily life. This puts him at risk for a host of serious complications that includes heart disease, blindness, and nerve and kidney damage.

Though Type 1 diabetes cannot be prevented, it can be controlled through a regimen of monitoring, diet and exercise. Carter keeps careful track of his glucose level, takes daily insulin shots, and keeps juice and energy bars close at hand. Most importantly, he said, he takes care to get enough exercise. Carter will stroll outside during lunch breaks, or hike up and down the stairs of the company parking garage.

It's a good example of the types of activity busy diabetics should be doing, said Dr. Arnold Asher, director of the Diabetes Health Center at Michigan Health and Science University (MHSU). Physical activity helps control blood sugar in three ways, according to Dr. Asher.

First, it burns glucose, ensuring energy is delivered to the body and that glucose does not build up in the blood. Second, it increases bodily sensitivity to insulin. As fitness increases, the body needs less insulin to move glucose into cells.

Finally, exercise helps reduce weight. For overweight patients, losing about 7 percent of body fat will lower blood sugar.

Sound off

Editor: Thank you for running the article on Chris Carter in last week's issue. As a diabetic myself, it renewed my determination to make sure I get up from my desk and exercise a few minutes every day.

I also hope your story will open the eyes of supervisors, and remind them of the importance of exercise -- not only for employees who have diabetes, but also everyone else in their office. When you're sitting at a computer all day, it's sometimes hard to tear yourself away from the screen and move around.

I would love to see more companies encouraging employee exercise by giving them free gym classes, taking group stretching or walking breaks, and subsidizing those who walk or bike to work.

Robert Fuda

Ann Arbor, Michigan

11. What is true of Type 1 diabetes?

- ☒ A. It inhibits insulin production✓
- ☐ B. It can be prevented.
- ☐ C. It is usually fatal.
- ☐ D. It affects mostly fat people

12. In the article, the word "regimen" in paragraph 6, line 2, is closest in meaning to

- ☐ A. condition
- ☐ B. mixture
- ☐ C. sample
- ☒ D. routine✓

13. Who is Robert Fuda?

- ☐ A. A newspaper editor
- ☐ B. A prominent doctor
- ☒ C. A private citizen✓
- ☐ D. A university professor

14. In the letter, the phrase "open the eyes" in paragraph 2, line 1, is closest in meaning to

- ☐ A. Improve vision
- ☒ B. Increase awareness✓
- ☐ C. Expand resources
- ☐ D. Impart information

15. According to the article, exercise helps control blood sugar in every way EXCEPT

- ☐ A. reducing weight
- ☒ B. lowering cholesterol✓
- ☐ C. burning glucose
- ☐ D. decreasing insulin

Questions 16-18 refer to the following article

Hays Marketing, Inc. Merging with Marketing Experts, Inc.

Hays Marketing, Inc. announced last week that its expertise in marketing data processing will be merged with marketing publications created by Marketing Experts, Inc. The two companies are among the most prosperous marketing research firms nationwide.

Dr. Ethan McCaskey, vice president of Hays Marketing, states that the two firms will function independently but will be able to offer marketing professionals useful research data and practical training. He also adds that the merger will enable them to take advantage of the best employees from both companies.

For the last few years, the two research firms have been separately devising innovative methods to enhance their services. Now that they share the same objective - to discover what works in marketing - they are hoping better to serve their clientele with the merger.

16. According to the article, why has Hays Marketing merged with Marketing Experts?

- ☒ A. It will be able to provide better service to its customers. ✓
- ☐ B. 80th companies have recently experienced lower sales.
- ☐ C. Hays Marketing hopes to create some marketing publications.
- ☐ D. The merger will result in more subscribers worldwide.

17. What is true about Marketing Experts?

- ☐ A. It conducts real-time marketing experiments.
- ☒ B. It publishes studies and data in marketing. ✓
- ☐ C. It has recently separated from a research firm.
- ☐ D. It has a different objective than Hays Marketing.

18. According to the vice president of Hays Marketing, what will the acquisition result in?

- ☐ A. It will increase the number of subscribers up to 300,000.
- ☐ B. It will provide data analysts with professional jobs.
- ☐ C. It will establish another professional research company.
- ☒ D. It will offer professionals useful data and training. ✓

Questions 19-22 refer to the following article

Saving Time When Computing

Here is the second installment in our monthly "Computing for Business Users" guides.

A common complaint among computer users is the amount of time they spend waiting for their laptop to start up and perform its tasks. Here are some handy tips on how to eliminate some of that waiting time. Don't shut your laptop all the way off between meetings; just put it in the low-battery consumption "Standby" mode. Shutting it down and waiting for it to reboot at the next meeting wastes valuable time. This way you are ready to start as soon as you arrive.

Having too many programs in your computer's Start Up folder really slows things down. The solution? Eliminate all unnecessary programs.

Stop too many programs from running at the same time when you start up the computer. Don't know how? It's easy if you follow these instructions: click the Start menu, choose Run, then type "msconfig" to launch the System Configuration Utility. Next, on the "General" tab, click "Selective Startup." Then go to the "Startup" tab and uncheck any startup items that aren't necessary. These are small but simple changes that you can make for yourself to save precious time. Next issue we'll be looking at extending your battery life.

19. Who is this article intended for?

- ☐ A. Computer programmers
- ☒ B. Business people ✓
- ☐ C. Program designers
- ☐ D. Professional computer game players

20. What does the article explain?

- ☐ A. How to start up your computer
- ☒ B. How to improve the speed of a computer ✓
- ☐ C. How to change a battery
- ☐ D. Where to buy the best computer

21. How often are these computer articles published?

- ☐ A. Every day
- ☐ B. Every week
- ☒ C. Once a month ✓
- ☐ D. Twice a year

22. What is the topic of the next article?

- ☐ A. Buying a new computer

- ☒ B. Making your battery last longer ✓
- ☐ C. Computer accessories
- ☐ D. Security