

Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

Inefficiency in 1. _____ Resolving an Issue Concerning the Internet Connection

I have been a satisfied customer of yours for over a year, but recently my connection has become 2. _____ intermittent

Even when it is working, it is so slow that it is unusable. I have actually 3. _____ informed your customer service department of this via phone on two separate occasions, and the problem has now been ongoing for around ten weeks. I would like to 4. _____ request that an engineer is sent to my property since all attempts to resolve the issue remotely have failed. If you could

contact me at this email address to arrange a suitable time, that would be great.

5. _____ Furthermore , since I have not received the advertised service for two-and-a-half months, I do not believe I should be charged for this period. The amount equates to £98.49; I will accept either a payment or a reduction in the total of future bills.

I hope we can resolve this situation promptly.





Arrange the following business letter in the appropriate order by numbering the components from 1 - 10.

Linda Lanerol

University of Colombo

123 Main Street

Colombo 01

1 ▾

Thank for your time and I hope to hear from you soon

8 ▾

Oscar Botheju

Managing Editor

Acme Graphic & Design

3 ▾

123 Business Rd

Colombo 05

The event will be held at the Cox Student Center at the University of Colombo and will last about two to three hours. If you have an interest in attending or sending a company representative to meet with our students, please let me know at your earliest convenience and I can reserve a table for you.

7 ▾

Invitation to Attend Liberal Arts Department Event

5 ▾

20 January 2020

2 ▾

Yours sincerely

Linda Lanarol

10 ▾

Linda Lanarol

Liberal Arts Department Chair

I would like to invite you to attend our upcoming Liberal Arts Department's Job Networking event. The event will be held on the afternoon of May 1, 2020. We wish to provide our graduating seniors with an opportunity to meet business leaders in the area who may be looking for new hires who hold degrees in the Liberal Arts.

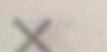
6 ▾

Dear Mr Botheju

4 ▾

Thank you

9 ▾



Question 14

Not yet answered

Marked out of
2.00

Flag question

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- a. The scholar will be presenting the research reports to the council tomorrow.
- b. The scholars will be presenting several research reports to the council tomorrow.
- c. The scholars will be presenting their research reports to the council tomorrow.
- d. The scholar will be presenting her research reports to the council tomorrow.

Thank you for your time and consideration. I look forward to speaking with you in the near future.

9

Joseph De Silva

123 Main Street

Kandana

1

Dear Mr Smith

4

I have five years of experience working as a Marketing Strategist for one of our local retail clothing stores. During my time in this role, I increased the number of website page views by 120 percent and reduced the cost of customer acquisition by 20 percent. In addition, our sales increased by 50 percent during that time.

7

Yours Sincerely

10

Joseph De Silva

Joseph De Silva

03 November 2020

3

My resume is enclosed with this letter so you can review my education, work experience, and achievements. I would appreciate an opportunity to talk with you or a member of the marketing team to see how my experience and skills could benefit your company.

8

I recently read an article about United International's new approach to digital marketing in Marketing Magazine Online, and I'm writing to inquire whether you have any marketing positions open.

6

Director

2

Human Resources

United International

123 Business Rd

Wattala

Applying for the Post of Marketing Officer

5

Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

Inefficiency in 1. _____ Resolving an Issue Concerning the Internet Connection

I have been a satisfied customer of yours for over a year, but recently my connection has become 2. _____.
intermittent Even when it is working, it is so slow that it is unusable. I have actually 3. _____

informed your customer service department of this via phone on two separate occasions, and the problem has now been ongoing for around ten weeks. I would like to 4. _____ request that an engineer is sent to my property since all attempts to resolve the issue remotely have failed. If you could contact me at this email address to arrange a suitable time, that would be great.

5. _____ Furthermore , since I have not received the advertised service for two-and-a-half months, I do not believe I should be charged for this period. The amount equates to £98.49; I will accept either a payment or a reduction in the total of future bills.
I hope we can resolve this situation promptly.

Arrange the following business letter in the appropriate order by numbering the components from 1 -10.

Invitation to Attend Liberal Arts Department Event

Choose... ▾

Yours sincerely

Linda Lanarol

Choose... ▾

Linda Lanarol

Liberal Arts Department Chair



Thank for your time and I hope to hear from you soon

Choose... ▾

Dear Mr Botheju

Choose... ▾

Thank you

Choose... ▾

Linda Lanarol

Choose... ▾

University of Colombo

123 Main Street

Colombo 01

20 January 2020

Choose... ▾

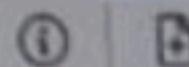
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Choose... ▾

X



Minimize



Maximize

Dear Mr Botheju

20 January 2020

Invitation to Attend Liberal Arts Department Event

Yours sincerely

Linda Lanarol

Linda Lanarol

Liberal Arts Department Chair

Thank you

Oscar Botheju

Managing Editor

Acme Graphic & Design

123 Business Rd

Colombo 05

Thank for your time and I hope to hear from you soon

Linda Lanerol

University of Colombo

123 Main Street

Colombo 01

The event will be held at the Cox Student Center at the University of Colombo and will last about two to three hours. If you have an interest in attending or sending a company representative to meet with our students, please let me know at your earliest convenience and I can reserve a table for you.

I would like to invite you to attend our upcoming Liberal Arts Department's Job Networking event. The event will be held on the afternoon of May 1, 2020. We wish to provide our graduating seniors with an opportunity to meet business leaders in the area who may be looking for new hires who hold degrees in the Liberal Arts.



Question 13

Not yet answered

Marked out of
2.00 Flag question

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.
Some scholars instructed the poetess to use her own language.

Select one:

- a. Some scholars instructed the poet to use his own language.
- b. Some scholars instructed the poet to use the poet's own language.
- c. Some scholars instructed the poetess to use own language.
- d. Some scholars instructed the poetess to use his/her own language.

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

An employee should be well prepared when he attends business meetings.

Select one:

- a. Employees should be well prepared when they attend business meetings.
- b. Employees should be well prepared when he attends business meetings.
- c. An employee should be well prepared when they attend business meetings.
- d. An employee should be well prepared when she attends business meetings.

Next p

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- a. A student who loses too much sleep may have trouble focusing during one's exams.
- b. Students who lose too much sleep may have trouble focusing during the ladies' exams.
- c. A student who loses too much sleep may have trouble focusing during the exams.
- d. Students who lose too much sleep may have trouble focusing during the exams.



Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

Each student is responsible for his study loan.

Select one:

- a. Each student is responsible for woman's study loan.
- b. Each student is responsible for the study loan.
- c. Each student is responsible for the boy's study loan.
- d. Each student is responsible for her study loan.

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

The nurse awoke her patient before the doctor's arrival.

Select one:

- a.
The nurse awoke their patient before the doctor's arrival.
- b.
The nurse awoke the lady patient before the doctor's arrival.
- c. The nurse awoke the patient before the doctor's arrival.
- d. The nurse awoke his patient before the doctor's arrival.



Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

I'll ask the old men to sit and wait until they are called.

Select one:

- a. I'll ask the old folks to sit and wait until they are called.
- b. I'll ask the old man to sit and wait until the he is called.
- c. I'll ask the old woman to sit and wait until she is called.
- d. I'll ask the pensioners to sit and wait until they are called.



Next page

14

answered

out of

question

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

The nurse awoke her patient before the doctor's arrival.

Select one:

- a.
The nurse awoke the lady patient before the doctor's arrival.
- b. The nurse awoke his patient before the doctor's arrival.
- c. The nurse awoke the patient before the doctor's arrival.
- d.
The nurse awoke their patient before the doctor's arrival.

Next page



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Sri Lanka Institute of Information Technology

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.
I'll ask the old men to sit and wait until they are called.

Select one:

- a. I'll ask the old man to sit and wait until he is called.
- b. I'll ask the old woman to sit and wait until she is called.
- c. I'll ask the old folks to sit and wait until they are called.
- d. I'll ask the pensioners to sit and wait until they are called.

What would be an example of nondiscriminatory language to use when referring to a deaf worker?

Select one:

- a. Avoid any mention of the person's disability
- b.
The deaf gentleman who is in the corner of the ...
- c. A person who has a hearing impairment.
- d. A person who has a vision impairment.



Select the most suitable answer from the suggested answers in the boxes to complete the following formal letter.

Inefficiency in 1. _____

Resolving

an Issue Concerning the Internet Connection

I have been a satisfied customer of yours for over a year, but recently my connection has become 2. _____

intermittent

Even when it is working, it is so slow that it is unusable. I have actually 3. _____ informed your customer service department of this via phone on two separate occasions, and the problem has now been ongoing for around ten weeks. I would like to 4. request that an engineer is sent to my property since all attempts to resolve the issue remotely have failed. If you could contact me at this email address to arrange a suitable time, that would be great.

5. _____ However, since I have not received the advertised service for two-and-a-half months, I do not believe I should be charged for this period. The amount equates to £98.49; I will accept either a payment or a reduction in the total of future bills.

I hope we can resolve this situation promptly.



Question 8

Not yet answered

Marked out of

0

Flag question

Select the gender-biased term from the given list to refer to "people".

Select one:

- a. humankind
- b. mankind
- c. human beings
- d. human race

Question 9

Not yet answered

Marked out of
2.00

Flag question

Read the following sentence and select the most appropriate sentence from the given list.
Some scholars instructed the poetess to use her own language.

Select one:

- a. Some scholars instructed the poetess to use his/her own language,
- b. Some scholars instructed the poetess to use own language,
- c. Some scholars instructed the poet to use his own language,
- d. Some scholars instructed the poet to use the poet's own language.



10

answered

out of

question

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- a. A student who loses too much sleep may have trouble focusing during the exams.
- b. Students who lose too much sleep may have trouble focusing during the exams.
- c. A student who loses too much sleep may have trouble focusing during one's exams.
- d. Students who lose too much sleep may have trouble focusing during the ladies' exams.

Read the following sentence and select the most appropriate sentence from the given list.

The nurse awoke her patient before the doctor's arrival.

Select one:

- a.
The nurse awoke their patient before the doctor's arrival.
- b. The nurse awoke his patient before the doctor's arrival.
- c.
The nurse awoke the lady patient before the doctor's arrival.
- d. The nurse awoke the patient before the doctor's arrival.



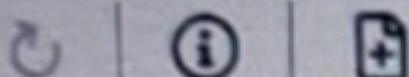
What would be an example of nondiscriminatory language to use when referring to a deaf worker?

Select one:

- a. A person who has a hearing impairment.
- b.
The deaf gentleman who is in the corner of the ...
- c. Avoid any mention of the person's disability
- d. A person who has a vision impairment.



X



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Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- a. The scholar will be presenting her research reports to the council tomorrow.
- b. The scholars will be presenting several research reports to the council tomorrow.
- c. The scholar will be presenting the research reports to the council tomorrow.
- d. The scholars will be presenting their research reports to the council tomorrow.



Sri Lanka Institute of Information Technology

Select whether the following statements are "true" or "false".

The term "sales associate" is a gender-biased term than "salesperson".

False

Using the phrase "see you later" to a person with visual impairment is appropriate.

False

The term "postal worker" is unbiased than the term "mailman".

True

"All Asians are ambitious" is an appropriate expression to refer to Asians in an international meeting.

False

The term "working mother" is better than the term "housewife".

True



Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.
An employee should be well prepared when he attends business meetings.

Select one:

- a. Employees should be well prepared when they attend business meetings.
- b. An employee should be well prepared when they attend business meetings.
- c. Employees should be well prepared when he attends business meetings.
- d. An employee should be well prepared when she attends business meetings.



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Sri Lanka Institute of Information Technology

What would be the most appropriate, gender-neutral word to refer to a fireman?

Select one:

- a. firefighter
- b. fire gentlemen
- c. fire males
- d. fire folks



NetExam

Sri Lanka Institute of Information Technology

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

An employee should be well prepared when he attends business meetings.

Select one:

- a. An employee should be well prepared when she attends business meetings.
- b. An employee should be well prepared when they attend business meetings.
- c. Employees should be well prepared when he attends business meetings.
- d. Employees should be well prepared when they attend business meetings.



Sri Lanka Institute of Information Technology

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory

Each student is responsible for his study loan.

Select one:

- a. Each student is responsible for woman's study loan.
- b. Each student is responsible for her study loan.
- c. Each student is responsible for the boy's study loan.
- d. Each student is responsible for the study loan.



Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

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Select one:

- a. Some scholars instructed the poetess to use own language.
- b. Some scholars instructed the poetess to use his/her own language.
- c. Some scholars instructed the poet to use the poet's own language.
- d. Some scholars instructed the poet to use his own language.

X

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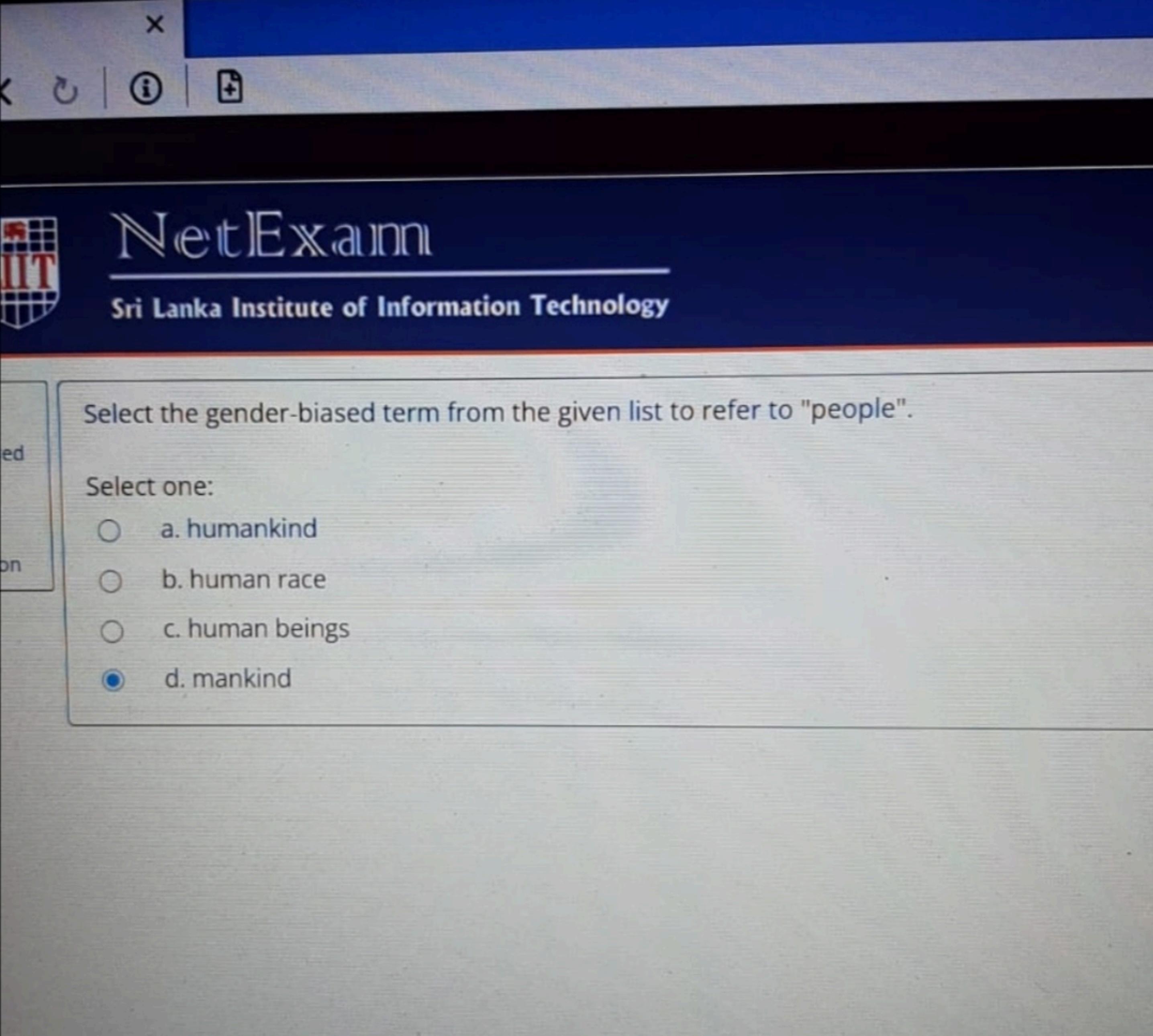
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The nurse awoke her patient before the doctor's arrival.

Select one:

- a.
The nurse awoke their patient before the doctor's arrival.
- b. The nurse awoke the patient before the doctor's arrival.
- c.
The nurse awoke the lady patient before the doctor's arrival.
- d. The nurse awoke his patient before the doctor's arrival.

Next



Select the gender-biased term from the given list to refer to "people".

Select one:

- a. humankind
- b. human race
- c. human beings
- d. mankind

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

I'll ask the old men to sit and wait until they are called.



Select one:

- a. I'll ask the old folks to sit and wait until they are called.
- b. I'll ask the pensioners to sit and wait until they are called.
- c. I'll ask the old man to sit and wait until the he is called.
- d. I'll ask the old woman to sit and wait until she is called.



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Sri Lanka Institute of Information Technology

7
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ing question

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

An employee should be well prepared when he attends business meetings.

Select one:

- a. Employees should be well prepared when they attend business meetings.
- b. An employee should be well prepared when they attend business meetings.
- c. Employees should be well prepared when he attends business meetings.
- d. An employee should be well prepared when she attends business meetings.

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- b. I'll ask the old man to sit and wait until he is called.
- c. I'll ask the old woman to sit and wait until she is called.
- d. I'll ask the pensioners to sit and wait until they are called.



Select the gender-biased term from the given list to refer to "people".

Select one:

- a. human race
- b. mankind
- c. human beings
- d. humankind



NetExam

Sri Lanka Institute of Information Technology

What would be an example of nondiscriminatory language to use when referring to a deaf worker?

Select one:

- a. A person who has a vision impairment.
- b.
The deaf gentleman who is in the corner of the ...
- c. Avoid any mention of the person's disability
- d. A person who has a hearing impairment.





NetExam

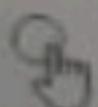
Sri Lanka Institute of Information Technology

Read the following sentence and select the most appropriate sentence from the given list to make the sentence correct.

The nurse awoke her patient before the doctor's arrival.

Select one:

- a.
The nurse awoke their patient before the doctor's arrival.
- b. The nurse awoke the patient before the doctor's arrival.
- c.
The nurse awoke the lady patient before the doctor's arrival.
- d. The nurse awoke his patient before the doctor's arrival.





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Question 8

Not yet answered

Marked out of
2.00

Flag question

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.
Some scholars instructed the poetess to use her own language.

Select one:

- a. Some scholars instructed the poet to use the poet's own language.
- b. Some scholars instructed the poet to use his own language.
- c. Some scholars instructed the poetess to use his/her own language.
- d. Some scholars instructed the poetess to use own language.

[Next page](#)



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Question 7
Not yet answered
Marked out of
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Flag question

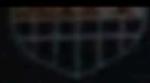
Read the following sentence and select the inappropriate/discriminatory sentence.

Select one:

- -
 -
 -
- a. The scholar will be presenting the research reports to the council tomorrow.
- b. The scholars will be presenting their research reports to the council tomorrow.
- c. The scholars will be presenting several research reports to the council tomorrow.
- d. The scholar will be presenting her research reports to the council tomorrow.

Next page

NEW
15 16
FEEDBACK
18



Section 6

Not yet answered

Marked out of

Flag question

Select whether the following statements are "true" or "false".

The term "sales associate" is a gender-biased term than "salesperson".

False

Using the phrase "see you later" to a person with visual impairment is appropriate.

False

The term "postal worker" is unbiased than the term "mailman".

True

The term "working mother" is better than the term "housewife".

True

"All Asians are ambitious" is an appropriate expression to refer to Asians in an international meeting.

False



Select whether the following statements are "true" or "false".

The term "working mother" is better than the term "housewife".

True ▾

Using the phrase "see you later" to a person with visual impairment is appropriate.

False ▾

The term "postal worker" is unbiased than the term "mailman".

True ▾

The term "sales associate" is a gender-biased term than "salesperson".

False ▾

"All Asians are ambitious" is an appropriate expression to refer to Asians in an international meeting.

True ▾

Next page



Question 6

Not yet answered

Marked out of
5.00

Flag question

Select whether the following statements are "true" or "false".

The term "sales associate" is a gender-biased term than "salesperson".

Choose... ▾

Choose...

False
True

The term "postal worker" is unbiased than the term "mailman".

Choose... ▾

Choose... ▾

The term "working mother" is better than the term "housewife".

Using the phrase "see you later" to a person with visual impairment is appropriate.

"All Asians are ambitious" is an appropriate expression to refer to Asians in an international meeting.

Choose... ▾

Next page



What would be the most appropriate, gender-neutral word to refer to a fireman?

Select one:

- a. fire gentlemen
- b. fire males
- c. firefighter
- d. fire folks



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Sri Lanka Institute of Information Technology

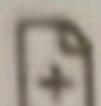
2
Answered
of
question

What would be an example of nondiscriminatory language to use when referring to a deaf worker?

Select one:

- a. A person who has a vision impairment.
- b.
The deaf gentleman who is in the corner of the ...
- c. Avoid any mention of the person's disability
- d. A person who has a hearing impairment.

X



NetExam

Sri Lanka Institute of Information Technology

Select the gender-biased term from the given list to refer to "people".

Select one:

- a. humankind
- b. mankind
- c. human beings
- d. human race

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- a. Students who lose too much sleep may have trouble focusing during the exams.
- b. Students who lose too much sleep may have trouble focusing during the ladies' exams.
- c. A student who loses too much sleep may have trouble focusing during one's exams.
- d. A student who loses too much sleep may have trouble focusing during the exams.

Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

Some scholars instructed the poetess to use her own language.

Select one:

- a. Some scholars instructed the poet to use the poet's own language.
- b. Some scholars instructed the poetess to use own language.
- c. Some scholars instructed the poetess to use his/her own language.
- d. Some scholars instructed the poet to use his own language.



on 4

not answered

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g question

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- a. The scholars will be presenting several research reports to the council tomorrow.
- b. The scholar will be presenting the research reports to the council tomorrow.
- c. The scholars will be presenting their research reports to the council tomorrow.
- d. The scholar will be presenting her research reports to the council tomorrow.

Next page



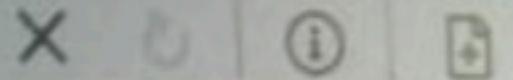
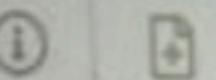
NetExam

Sri Lanka Institute of Information Technology

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

Select one:

- a. A student who loses too much sleep may have trouble focusing during the exams.
- b. A student who loses too much sleep may have trouble focusing during one's exams.
- c. Students who lose too much sleep may have trouble focusing during the exams.
- d. Students who lose too much sleep may have trouble focusing during the ladies' exams.



NetExam

Sri Lanka Institute of Information Technology

What would be an example of nondiscriminatory language to use when referring to a deaf worker?

Select one:

- a.
The deaf gentleman who is in the corner of the ...
- b. A person who has a hearing impairment.
- c. Avoid any mention of the person's disability
- d. A person who has a vision impairment.



NetExam

Sri Lanka Institute of Information Technology

Question 4

Not yet answered

Marked out of

10

Flag question

Read the following sentence and select the most appropriate sentence from the given list to make it correct.

Each student is responsible for his study loan.

Select one:

- a. Each student is responsible for the study loan.
- b. Each student is responsible for the boy's study loan.
- c. Each student is responsible for her study loan.
- d. Each student is responsible for woman's study loan.

X

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NetExam

Sri Lanka Institute of Information Technology

Read the following sentence and select the inappropriate/discriminatory sentence from the given list.

answered
of
question

Select one:

- a. The scholars will be presenting their research reports to the council tomorrow.
- b. The scholar will be presenting her research reports to the council tomorrow.
- c. The scholar will be presenting the research reports to the council tomorrow.
- d. The scholars will be presenting several research reports to the council tomorrow.

Read the following sentence and select the most appropriate sentence for each student is responsible for his study loan.

Each student is responsible for his study loan.

Select one:

- a. Each student is responsible for the study loan.
- b. Each student is responsible for the boy's study loan.
- c. Each student is responsible for her study loan.
- d. Each student is responsible for woman's study loan.

Question 4

Not yet answered

Marked out of

2.00

Flag question



Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

Some scholars instructed the poetess to use her own language.

Select one:

- a. Some scholars instructed the poetess to use his/her own language.
- b. Some scholars instructed the poet to use his own language.
- c. Some scholars instructed the poetess to use own language.
- d. Some scholars instructed the poet to use the poet's own language.

Select whether the following statements are "true" or "false".

The term "sales associate" is a gender-biased term than "salesperson".

Choose... ▾

Choose...

True

False

Choose... ▾

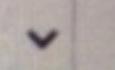
The term "working mother" is better than the term "housewife".

Choose... ▾

The term "postal worker" is unbiased than the term "mailman".

Choose... ▾

"All Asians are ambitious" is an appropriate expression to refer to Asians in an international meeting.





Read the following sentence and select the most appropriate sentence from the given list to make the sentence non-discriminatory.

The nurse awoke her patient before the doctor's arrival.



Select one:

- a. The nurse awoke the patient before the doctor's arrival.
- b. The nurse awoke his patient before the doctor's arrival.
- c.

The nurse awoke their patient before the doctor's arrival.

- d.
The nurse awoke the lady patient before the doctor's arrival.



Read the following sentence and select the most appropriate sentence from the given options. The sentence is discriminatory.

I'll ask the old men to sit and wait until they are called.

Select one:

- a. I'll ask the old folks to sit and wait until they are called.
- b. I'll ask the old woman to sit and wait until she is called.
- c. I'll ask the old man to sit and wait until the he is called.
- d. I'll ask the pensioners to sit and wait until they are called.

heartbeat quickly gets back to normal levels. Brain activity speeds up, and the eyes move constantly beneath closed lids as if the sleepers are looking at something. During this stage, the body is almost paralysed. This REM phase is also the time when we dream.

5. Sleeping patterns change with age, which is why many people over 60 develop Insomnia, a sleeping disorder. One theory for the related change is that it is due to hormonal changes. It is estimated that roughly one in three people suffer some kind of sleep disturbance. Causes can be anything from pregnancy and stress to alcohol and heart disease. Smoking is another factor that affects sleep, with one survey showing that ex-smokers got to sleep in 18 minutes rather than their earlier average of 52 minutes.

6. Apart from self-help therapy such as regular exercise, there are psychological treatments, including relaxation training and therapy aimed at getting rid of pre-sleep worries and anxieties. There is also sleep reduction therapy, where the aim is to improve sleep quality by strictly regulating the time people go to bed and when they get up. Medication is rarely recommended by doctors.

Studies of Surrey University emphasize that sleep deprivation can seriously affect the immunity of individuals.

False

Sleep is essential only for physical well-being.

False

According to the passage, consumption of alcohol can disrupt sleep.

True

Lack of sleep can disrupt the thinking process.

True

Healthy individuals who take less than three hours of sleep are commonly found.

False

The dreams occur during the REM stage.

True

The muscles relax during the second stage of sleep.

False

Dreaming and sleep-walking occur at similar stages of sleep.

False

There is a popular belief that sleep is one long occurrence.

True

Medication is suggested by doctors to improve the quality of sleep.

False

looking at something. During this stage, the

5. Sleeping patterns change with age, which related change is that it is due to hormonal changes. Causes can be anything from pregnancy and survey showing that ex-smokers got to sleep

6. Apart from self-help therapy such as relaxation aimed at getting rid of pre-sleep worries and strictly regulating the time people go to bed.

Identify appropriate antonyms (a word of opposite meaning)

(untouched, permit, forbid, suffer, calmness)

1. anxiety - calmness

2. enable - forbid

3. affected - untouched

4. deprive - permit

5. sequence - confusion

constantly beneath closed lids as if the sleeper is looking at something. During this stage, the body is almost paralysed. This REM phase is also the time when we dream.

5. Sleeping patterns change with age, which is why many people over 60 develop Insomnia, a sleeping disorder. One theory for the age-related change is that it is due to hormonal changes. It is estimated that roughly one in three people suffer some kind of sleep disturbance. Causes can be anything from pregnancy and stress to alcohol and heart disease. Smoking is another factor that affects sleep, with one survey showing that ex-smokers got to sleep in 18 minutes rather than their earlier average of 52 minutes.

6. Apart from self-help therapy such as regular exercise, there are psychological treatments, including relaxation training and therapy aimed at getting rid of pre-sleep worries and anxieties. There is also sleep reduction therapy, where the aim is to improve sleep quality by strictly regulating the time people go to bed and when they get up. Medication is rarely recommended by doctors.

Identify appropriate antonyms (a word of opposite meaning) for the following words.

(untouched, permit, forbid, suffer, calmness, confusion)

1. anxiety -
2. enable -
3. affected -
4. deprive -
5. sequence -

calmness

confusion

permit

forbid

untouched

...there are five stages of sleep and four cycles, during which the **sequence** of sleep phases, the heart rate and blood pressure go down and the muscles relax. In the next deeper. In stage four, usually reached after an hour, sleep is so deep that, if awoken, one is disorientated.

It is in this phase that sleep-walking can occur, lasting no more than 15 minutes. In the Rapid Eye Movement (REM) stage, the heartbeat quickly gets back to normal levels. Brain activity is constantly beneath closed lids as if the sleeper is looking at something. During this stage, the body is paralysed. This REM phase is also the time when we dream.

5. Sleeping patterns change with age, which is why many people over 60 develop Insomnia. One theory for the age-related change is that it is due to hormonal changes. It is estimated that about 30% of people over 60 suffer some kind of sleep disturbance. Causes can be anything from pregnancy and stress to the side effects of medication. Smoking is another factor that affects sleep, with one survey showing that ex-smokers sleep longer than their earlier average of 52 minutes.

6. Apart from self-help therapy such as regular exercise, there are psychological treatments available. These include cognitive behaviour training and therapy aimed at getting rid of pre-sleep worries and anxieties. There is also a new treatment called chronotherapy, which involves going to bed and getting up at different times each day. The aim is to improve sleep quality by strictly regulating the time people go to bed and wake up.

Identify appropriate antonyms (a word of opposite meaning) for the following words.

(untouched, permit, forbid, suffer, calmness, confusion)

1. anxiety -

2. enable -

3. affected -

4. deprive -

5. sequence -

6. Apart from self-help therapy such as regular exercise, there are psychological treatment training and therapy aimed at getting rid of pre-sleep worries and anxieties. There is also the aim is to improve sleep quality by strictly regulating the time people go to bed and which rarely recommended by doctors.

Identify appropriate antonyms (a word of opposite meaning) for the following words.

(untouched, permit, forbid, suffer, calmness, confusion)

1. anxiety - calmness
2. enable - forbid
3. affected - untouched
4. deprive - permit
5. sequence - confusion

levels of their bodies' natural defences against viral infections had fallen significantly when they slept less than seven hours a night. "Sleep is essential for our physical and emotional well-being" says Professor William Regelson. "Sleeping less than six hours a night can seriously affect the functioning of the immune system, and sufferers become open to infection."

4. Many people experience different sleeping problems. Some have problems getting to sleep at night, others wake up frequently during the night or wake up too early in the morning. There is a popular belief that sleep is one long event. But, research shows that, in a normal night's sleep, there are five cycles, each lasting about 90 minutes, and four cycles, during which the **sequence** of stages is repeated. In the first light phase, the body relaxes and muscles relax. In the next two stages, sleep gets progressively deeper. In stage four, usually known as REM sleep, the body is paralysed. If you were to be awoken, the sleeper would be confused and disorientated.

It is in this phase that sleep-walking can occur, lasting no more than 15 minutes. In the fifth stage, the body begins to wake up. Heart rate and blood pressure increase, heartbeat quickly gets back to normal levels. Brain activity speeds up, and the eyes move continuously, looking from side to side, as if the person is looking at something. During this stage, the body is almost paralysed. This REM phase is also known as dream sleep.

5. Sleeping patterns change with age, which is why many people over 60 develop Insomnia. One reason for this is that it is due to hormonal changes. It is estimated that roughly one in three people over 60 suffer from insomnia. Causes can be anything from pregnancy and stress to alcohol and heart disease. Smoking is another cause of insomnia. A recent survey showed that ex-smokers got to sleep in 18 minutes rather than their earlier average of 50 minutes.

6. Apart from self-help therapy such as regular exercise, there are psychological treatments aimed at getting rid of pre-sleep worries and anxieties. There is also sleep reduction therapy, which involves strictly regulating the time people go to bed and when they get up. Medication is rarely recommended.

The passage has **six** sections numbered 1-6. Which section contains the following information? Select the correct number in the boxes given against each statement.

The stages of sleep.

4



How much sleep do we need to stay healthy?

1



Lifestyle changes which can help overcome sleep-related problems

6



Factors that cause sleep disorders

5



The necessity of sleep for humans.

3



levels of their bodies' natural defences against viral infections had fallen significantly when measured the following morning. "Sleep is essential for our physical and emotional well-being" says Professor William Regelson of Virginia University. "seriously affect the functioning of the immune system, and sufferers become open to infection".

4. Many people experience different sleeping problems. Some have problems getting to sleep, others with staying asleep. There is a popular belief that sleep is one long event. But, research shows that, in an average night, there are four cycles, during which the sequence of stages is repeated. In the first light phase, the heart rate and blood pressure drop, muscles relax. In the next two stages, sleep gets progressively deeper. In stage four, usually reached after an hour, sleepers are awoken, the sleeper would be confused and disorientated.

It is in this phase that sleep-walking can occur, lasting no more than 15 minutes. In the fifth stage, the Rapid Eye Movement phase begins. Heart rate and blood pressure rise, the heartbeat quickly gets back to normal levels. Brain activity speeds up, and the eyes move constantly beneath closed lids, looking at something. During this stage, the body is almost paralysed. This REM phase is also the time when we dream.

5. Sleeping patterns change with age, which is why many people over 60 develop Insomnia, a sleeping disorder. One related change is that it is due to hormonal changes. It is estimated that roughly one in three people suffer some kind of insomnia. Causes can be anything from pregnancy and stress to alcohol and heart disease. Smoking is another factor that affects sleeping patterns. A survey showing that ex-smokers got to sleep in 18 minutes rather than their earlier average of 52 minutes.

6. Apart from self-help therapy such as regular exercise, there are psychological treatments, including relaxation training, aimed at getting rid of pre-sleep worries and anxieties. There is also sleep reduction therapy, where the aim is to improve sleeping patterns by strictly regulating the time people go to bed and when they get up. Medication is rarely recommended by doctors.

The passage has six sections numbered 1-6. Which section contains the following information?
Select the correct number in the boxes given against each statement

The stages of sleep.

The necessity of sleep for humans.

How much sleep do we need to stay healthy?

Factors that cause sleep disorders

Lifestyle changes which can help overcome sleep-related problems

Choose... ▾

Choose...

1

4

3

5

6

Choose... ▾

Read the following passage and answer the following question.

1. It is estimated that the average sleep a man or a woman needs is between seven-and-a-half and eight hours' of sleep a night. Some manage on a lot less. Former Prime Minister, Margaret Thatcher, for example, was reported to be able to get by on four hours' of sleep a night when she was the Prime Minister of Britain. Dr. Jill Wilkinson, senior lecturer in psychology at Surrey University and co-author of 'Psychology in Counselling and Therapeutic Practice', states that healthy individuals sleep less than five hours or even as little as two hours every 24 hours are rare.
 2. The latest beliefs are that the main purposes of sleep are to **enable** the body to rest, allowing time for repairs to take place and for tissues to be revived. One supporting piece of evidence for this rest-and-repair theory is that production of the growth hormone, Somatotropin, which helps tissue to revive. The level of this hormone rises while we are asleep. Lack of sleep, however, can affect the immune system, disturb the thinking process, cause depression, promote **anxiety**, and irritability.
 3. Researchers in San Diego **deprived** a group of men of sleep during the early hours of the morning on just one day. They found that levels of their bodies' natural defences against viral infections had fallen significantly when measured the following morning. "Sleep is essential for our physical and emotional well-being" says Professor William Regelson of Virginia University. "Lack of sleep can seriously **affect** the functioning of the immune system, and sufferers become open to infection".
 4. Many people experience different sleeping problems. Some have problems getting to sleep, others with staying asleep until the morning. There is a popular belief that sleep is one long event. But, research shows that, in an average night, there are five stages of sleep and four cycles, during which the **sequence** of stages is repeated. In the first light phase, the heart rate and blood pressure go down and the muscles relax. In the next two stages, sleep gets progressively deeper. In stage four, usually reached after an hour, sleep is so deep that, if awoken, the sleeper would be confused and disorientated. It is in this phase that sleep-walking can occur, lasting no more than 15 minutes. In the fifth stage, the Rapid Eye Movement (REM) stage, the heartbeat quickly gets back to normal levels. Brain activity speeds up, and the eyes move constantly beneath closed lids as if the sleeper is looking at something. During this stage, the body is almost paralysed. This REM phase is also the time when we dream.
 5. Sleeping patterns change with age, which is why many people over 60 develop **Insomnia**, a sleeping disorder. One theory for the age-related change is that it is due to hormonal changes. It is estimated that roughly one in three people suffer some kind of sleep disturbance. Causes can be anything from pregnancy and stress to alcohol and heart disease. Smoking is another factor that affects sleep, with one survey showing that ex-smokers got to sleep in 18 minutes rather than their earlier average of 52 minutes.
 6. Apart from self-help therapy such as regular exercise, there are psychological treatments, including relaxation training and therapy aimed at getting rid of pre-sleep worries and anxieties. There is also sleep reduction therapy, where the aim is to improve sleep quality by strictly regulating the time people go to bed and when they get up. Medication is rarely recommended by doctors.
- The passage has six sections numbered 1-6. Which section contains the following information?
Select the correct number in the boxes given against each statement