

大学英语四级模拟试卷第16组（阅读4）PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/121/2021_2022__E5_A4_A7_E5_AD_A6_E8_8B_B1_E8_c83_121990.htm Passage Four

Questions 36 to 40 are based on the following passage. When a consumer finds that an item she or he bought is faulty or in some other way does not live up to the manufacturer's claims, the first step is to present the warranty, or any other records which might help, at the store of purchase. In most cases, this action will produce results. However, if it does not, there are various means the consumer may use to gain satisfaction. A simple and common method used by many consumers is to complain directly to the store manager. In general, the "higher up" the consumer takes his or her complaint, the faster he or she can expect it to be settled. In such a case, it is usually settled in the consumer's favor, assuming he or she has a just claim. Consumers should complain in person whenever possible, but if they cannot get to the place of purchase, it is acceptable to phone or write the complaint in a letter. Complaining is usually most effective when it is done politely but firmly, and especially when the consumer can demonstrate what is wrong with the item in question. If this cannot be done, the consumer will succeed best by presenting specific information as to what is wrong, rather than by making general statements. For example, "The left speaker does not work at all and the sound coming out of the right one is unclear" is better than "This stereo does not work". The store manager may advise the consumer to write to the

manufacturer. If so, the consumer should do this, stating the complaint as politely and firmly as possible. If a polite complaint does not achieve the desired result, the consumer can go to a step further. She or he can threaten to take the seller to court or report the seller to a private or public organization responsible for protecting consumer ' s rights.36. When a consumer finds that his or her purchase has a fault in it, the first thing he or she should do is to _____.A) complain personally to the managerB) threaten to take the matter to courtC) write a firm letter of complaint to the store of purchaseD) show some written proof of the purchase to the store37. How can a consumer make his or her complaint more effective, according to the passage?A) Explain exactly what is wrong with the item.B) Threaten to take the seller to court.C) Make polite and general statements about the problem.D) Avoid having direct contact with the store manager.38 . According to the passage, which of the following is suggested as the last alternative that consumers may turn to?A) Complain to the store manager in person.B) Complain to the manufacturer.C) Write a complaint letter to the manager.D) Turn to the Consumers ' Rights Protection Organization for help.39 . The phrase " live up to " in this context means _____.A) meet the standard of B) realize the purpose of C) fulfill the demands of D) keep the promise of40 . The passage tells us _____.A) how to settle a consumer ' s complaint about a faulty itemB) how to make an effective complaint about a faulty itemC) how to avoid buying a faulty itemD) how to deal with complaints from customers 100Test 下载频道开通 , 各类考试题目直接下载

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