

PETSLevel5SampleTasks(六) PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/124/2021_2022_PETSLevel5_c88_124692.htm 1 It seemed as if the report about everyone having come to open an account had been accurate after all. Edwina could see the big man leaning back expansively, still holding his dollar bills. His voice cut across the noise of other conversations and she heard him proclaim, "I ' m in no hurry. There ' s something I ' d like you to explain." Two other desks were quickly manned by other clerks. With equal speed, long wide lines of people formed in front of them. Normally, three members of staff were ample to handle new account business, but obviously were inadequate now. Edwina could see Tottenhoe on the far side of the bank and called him on the intercom. She instructed, "Use more desks for new accounts and take all the staff you can spare to man them." 2 Tottenhoe grumbled in reply, "You realize we can ' t possibly process all these people today, and however many we do will tie us up completely." "I ' ve an idea," Edwina said, "that ' s what someone has in mind. Just hurry the processing all you can." 3 First, an application form called for details of residence, employment, social security, and family matters. A specimen signature was obtained. Then proof of identity was needed. After that, the new accounts clerk would take all documents to an officer of the bank for approval and initialing. Finally, a savings passbook was made out or a temporary checkbook issued. Therefore the most new accounts that any bank employee could open in an hour were five, so the three clerks presently working might handle a

total of ninety in one business day, if they kept going at top speed, which was unlikely. 4 Still the noise within the bank increased. It had become an uproar. A further problem was that the growing mass of arrivals in the central public area of the bank was preventing access to tellers' counters by other customers. Edwina could see a few of them outside, regarding the milling scene with consternation. While she watched, several gave up and walked away. Inside the bank some of the newcomers were engaging tellers in conversation and the tellers, having nothing else to do because of the melee, chatted back. Two assistant managers had gone to the central floor area and were trying to regulate the flood of people so as to clear some space at counters. They were having small success. 5 She decided it was time for her own intervention. Edwina left the platform and a railed-off staff area and, with difficulty, made her way through the milling crowd to the main front door. A. Yet she knew however much they hurried it would still take ten to fifteen minutes to open any single new account. It always did. The paperwork required that time. B. But still no hostility was evident. Everyone in the now jam-packed bank who was spoken to by members of the staff answered politely and with a smile. It seemed, Edwina thought, as if all who were here had been briefed to be on best behavior. C. A security guard directed him, "Over there for new accounts." The guard pointed to a desk where a clerk ? a young girl ? sat waiting. She appeared nervous. The big man walked toward her, smiled reassuringly, and sat down. Immediately a press of others moved into a ragged line behind him, waiting for their turn. D. Even leaning close to the intercom, it was

hard to hear above the noise. E. Even tripling the present complement of clerks would permit very few more than two hundred and fifty accounts to be opened in a day, yet already, in the first few minutes of business, the bank was crammed with at least four hundred people, with still more flooding in, and the line outside, which Edwina rose to check, appeared as long as ever. F. Obviously someone had alerted the press in advance, which explained the presence of the TV camera crew outside. Edwina wondered who had done it.

Part C Answer questions 1-10 by referring to the comments on 3 different cars in the following magazine article.

Note: Answer each question by choosing A, B or C and mark it on ANSWER SHEET 1.

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