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https://www.100test.com/kao_ti2020/150/2021_2022_BEC_E9_AB_98_E7_BA_A7_E9_c85_150221.htm PART SIX Questions 41 - 50

In most lines of the following text, there is one unnecessary word. It is either grammatically incorrect or does not fit in with the sense of the text. For each numbered line 41 - 50, find the unnecessary word and then write the word in CAPITAL LETTERS on your Answer Sheet. Some lines are correct. If a line is correct, write CORRECT on your Answer Sheet. The exercise begins with two examples (0) and (00).

Customer care 0 Apart from ensuring that an efficient electricity supply for our 00 customers, NatElectric provides an invaluable service in other areas 41 as well. While our Customer Helpline (charged at local rates) is the 42 first point of contact with when you want to make an enquiry and 43 we receive a huge number of calls from customers - on 44 average, there are 50 000 calls a one week. Available 24 hours 45 a day, seven days a week, 365 days a year, our Helpline on advisors 46 aim at to answer 95 per cent of all calls within 15 seconds. There 47 are more than 200 advisors, working in around the clock to 48 provide for this service, backed by a further 80 support staff 49 who do handle any necessary paperwork. Although our target 50 is to reply to letters within 10 working days, NatElectric regularly responds within three to four days, and we are especially proud of the standards achieved by our customer relations team.

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