

## Reading and Writing Level 2

# Unit 6

*help*



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Complete the paragraphs with the correct words from the word bank.

stressed automatically errors estimate provide decrease interact unique benefits  
blame

It isn't easy to work in a store. These days, many employees feel stressed because they have so much work to do. For one thing, they need to interact with a lot of customers, working with people all day long. Customers expect the workers to provide them with excellent service. Each customer feels that they should be treated as if they were unique, having needs that are different from all other people. If a customer has an unhappy experience, the customer will usually blame the employee.

The stress can cause workers to make mistakes counting money. Researchers estimate that the number of mistakes with money is about double when workers are very busy. These errors make customers very unhappy. Employers hope to decrease the number of these problems. One way to help is to let customers pay automatically using machines in the store. When customers use these machines,

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Try again

See answers

Score: 10/10



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The stress can cause workers to make mistakes counting money. Researchers estimate that the number of mistakes with money is about double when workers are very busy. These errors make customers very unhappy. Employers hope to decrease the number of these problems. One way to help is to let customers pay automatically using machines in the store. When customers use these machines, workers do not have to count their money. These machines offer benefits for both employees and customers: the customers see fewer mistakes and the employees feel less stressed.

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Read the article. Then choose the best answer for each question.

### Voice Recognition Systems

We all know the experience of calling a company to ask a simple question, and spending many minutes on the phone talking to a machine, not a person. According to a recent study, Americans spent a total of 80,000 years on the phone using automated customer service! The reason these systems are so popular is that they save companies a lot of money. The companies don't need to hire a lot of employees for customer service, because the machine does the work.

Did you ever think about how the machine understands what you say? Automated customer service uses special software to recognize your voice. This kind of software was first developed in the 1950s. Today, software systems are much more advanced, and they are better at understanding what customers say. The best systems are wrong only two percent of the time.

To develop voice-recognition software, the engineers

1. When you call a company and talk to a machine you are using \_\_\_\_.

- a customer service employee
- a corporate service saving program

✓  automated customer service

2. Companies like to use voice recognition systems because \_\_\_\_.

- they make very few errors
- ✓  they save the company money
- they provide the best customer service

3. When were voice recognition systems first used?

- the 1970s

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Try again

See answers

Score: 9/9

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To develop voice-recognition software, the engineers

4. Who develops voice recognition systems?

- librarians
- ✓  engineers
- customers

5. The word *database* most likely means \_\_\_\_.

- ✓  a large amount of data or information stored on a computer
- a large collection of books that people can borrow
- a building that holds books and computers

6. Today's voice recognition systems make errors less than \_\_\_\_ of the time.

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See answers

Score: 9/9

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6. Today's voice recognition systems make errors less than \_\_\_\_ of the time.

- twenty percent
- seventy-two percent

✓  two percent

7. One of the first steps in developing a voice recognition program is to \_\_\_\_.

- ✓  record words and sentences
- train the computer to recognize sentences
- make digital files of speech samples

8. Why is speech recognition difficult for computers?

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Try again

See answers

Score: 9/9

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To develop voice-recognition software, the engineers

for computers?

- Companies do not have enough storage to make as many digital files as they need.

✓  Phrases may sound the same but have very different meanings.

- Very few customers will let companies record their voices on the telephone.

9. Why should customers try to respect voice recognition systems?

- They are easy to make and fast to use.

✓  They help companies save money.

- They cannot be made any better.

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Try again

See answers

Score: 9/9

Read the article again. Then choose the correct phrases to complete the sentences.

**The Machine You Can Talk To**

1. We all know the experience of calling a company to ask a simple question, and spending many minutes on the phone talking to a machine, not a person. According to a recent study, Americans spent a total of 80,000 years on the phone using automated customer service! The reason these systems are so popular is that they save companies a lot of money. The companies don't need to hire a lot of employees for customer service, because the machine does the work.

2. Did you ever think about how the machine understands what you say? Automated customer service uses special software to recognize your voice. This kind of software was first developed in the 1950s. Today, software systems are much more advanced, and they are better at understanding what customers say. The best systems are wrong only two percent of the time.

1. This article most likely appeared in \_\_\_\_.

- a business report
- ✓  a news magazine
- a school textbook

2. The author is trying to \_\_\_\_.

- ✓  explain how something works
- express a personal opinion
- make readers laugh

3. In paragraph 2, the author uses some facts to \_\_\_\_.

- get readers excited
- express a personal opinion
- ✓  give background information

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Try again

See answers

Score: 8/8

Read the article again. Then choose the correct phrases to complete the sentences.

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4. This author is NOT trying to \_\_\_\_ readers.

- inform
- ✓  entertain
- persuade

5. The readers of this article are most likely \_\_\_\_.

- ✓  customers who call companies
- voice recognition software engineers
- owners of companies

6. The author does NOT \_\_\_\_.

- ✓  tell a personal story
- give information
- try to get the reader interested

Submit

Try again

See answers

Score: 8/8



Resources



Progress

Read the article again. Then choose the correct phrases to complete the sentences.

**The Machine You Can Talk To**

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6. The author does NOT \_\_\_\_.
- tell a personal story
  - give information
  - try to get the reader interested
7. In paragraph 3, the author \_\_\_\_.
- describes a process
  - gives an opinion about something
  - gives reasons for readers to get excited
8. In the last paragraph, the author tries to \_\_\_\_.
- surprise the reader
  - make the reader laugh
  - make the reader think

Submit Try again See answers Score: 8/8

Resources Progress

Match each word with the correct definition. You do not need to use all the definitions.

1. connection	a path of communication for a telephone or the Internet
2. frustrated	unhappy because you cannot do or get what you want
3. access	a way to enter a place or to use something
4. eventually	after a long time
5. assist	to help someone
6. scan	to copy a picture or document to store in a computer
7. install	to put a new thing in its place so it is ready to use
8. transfer	to connect a telephone caller to another person or line


after a long time unhappy because you cannot do or get what you want


Submit Try again See answers Score: 8/8


Resources Progress




Read the definitions. Then read the sentences and choose the definition that matches the word in bold.

**ac-cess**<sup>1</sup>  /ˈæksɪs/ *noun* [U] **1 access (to sth)** a way of entering or reaching a place: *Access to the attic is through this door.* **2 access (to sth)** the chance or right to use or have something: *Do you have access to a printer at home?*

**ac-cess**<sup>2</sup>  /ˈæksɪs/ *verb* [T] to get or use something, especially with a computer: *This software makes it easy to access information in the database.*

**ben-e-fit**<sup>1</sup>  /ˈbenəfɪt/ *noun* **1** [C, U] an advantage or useful effect that something has: *I can't see the benefit of doing things this way.* • *A change in the law would be to everyone's benefit.* • *the benefits of modern technology* **2** [C, U] (**politics**) money that the government gives to people who are sick for a long time, injured at work, unemployed, etc.: *unemployment benefits* **3** [C] (also **fringe benefit**) (**business**) an extra payment or service that is given to an employee in addition to his/her salary

**ben-e-fit**<sup>2</sup>  /ˈbenəfɪt/ *verb* (**ben-e-fiting, ben-e-fit-ed** or **ben-e-fit-ting, ben-e-fit-ted**) **1** [T] to have a good or useful effect: *The new tax laws will benefit people with low incomes.*

From the Oxford American Dictionary for learners of English, © Oxford University Press 2011.

1. Do you have **access** to a computer?

- definition 1, meaning 2  
 definition 1, meaning 1

2. You can **access** your account information on the bank's website.

- definition 1, meaning 1  
 definition 2

3. **Access** to this website requires a password.

- definition 2  
 definition 1, meaning 1

4. His **benefit** check arrived in the mail.

- definition 1, meaning 2  
 definition 1, meaning 1

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5. The lower TOEFL requirement was a **benefit** for this year's students.  
 definition 2  
 definition 1, meaning 1

6. The **benefits** of exercise are well-known.  
 definition 1, meaning 3  
 definition 1, meaning 1

7. Do the **benefits** of this job include vacation time?  
 definition 1, meaning 3  
 definition 1, meaning 2

8. Jane will **benefit** from the change in climate in Hawaii.  
 definition 2

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Complete the paragraphs with the correct words from the word bank.

When Before Later After-that Finally Next First While

Have you ever cooked a whole turkey? If you haven't, don't worry. It's not as hard as you think. Here are the basic steps. First, buy a fresh or frozen whole turkey. Before you do anything else, make sure that the turkey is defrosted. It shouldn't be frozen when it goes in the oven. While the turkey defrosts, get out butter or oil, salt, and spices. Later, you will use these on the outside of the bird.

Next, unwrap the turkey and put it in a big pot next to your sink. Reach into the opening in the turkey and take out any sort of package or parts. Set these aside. After that, when the turkey is empty, rinse it with water. Pat the outside dry with a paper towel and set the bird in a large roasting pan. Rub the outside of the turkey with butter or oil, and sprinkle with salt and spices.

Heat your oven. Follow the instructions that came with your turkey (or check online) for the cooking time and

Submit Try again See answers Score: 8/8

Complete the paragraphs with the correct words from the word bank.

When Before Later After that Finally Next First While

Make steps: First, buy a fresh or frozen whole turkey. Before you do anything else, make sure that the turkey is defrosted. It shouldn't be frozen when it goes in the oven. While the turkey defrosts, get out butter or oil, salt, and spices. Later, you will use these on the outside of the bird.

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Heat your oven. Follow the instructions that came with your turkey (or check online) for the cooking time and setting. When the turkey is cooked, take it out of the oven and let it sit for 25 minutes. Finally, you can slice your turkey and enjoy eating it.

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Does the sentence have an infinitive of purpose? Drag each sentence into the correct category.

HAS an infinitive of purpose	Does NOT have an infinitive of purpose
I stopped at the gas station to buy some gas.	We hope to buy concert tickets today.
I'm saving money to buy a new bicycle.	I like to relax by walking in the park.
My mother shops early to avoid the crowds.	I want to make a plane reservation for my trip.
I went to the bank to get some money.	Alicia planned to get up early and go to the gym.
Jose called yesterday to tell me some good news.	
The clerk scanned the sweater to check the price.	

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Match the two parts of the sentence.

1. I went to the ATM	to get money.
2. They went to the zoo	to see the animals.
3. I call my parents on Sunday	to tell them about my week.
4. She eats vegetables	to stay healthy.
5. He stays home on weekends	to save money.
6. You drink coffee	to wake up.
7. People wear coats	to stay warm.



Resources



Progress

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See answers

Score: 7/7

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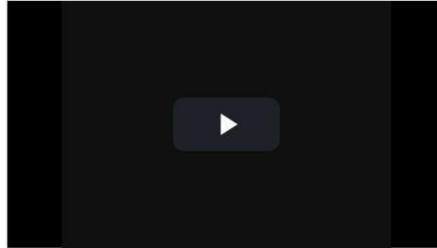


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Watch the video. Choose the best answer.

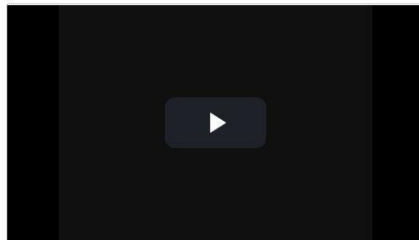


- 1. This is a(n) \_\_\_ restaurant.  
 Asian  
 French
- 2. Waiters \_\_\_\_.  
 tell you their names  
 deliver food
- 3. The restaurant is compared to a(n) \_\_\_\_.  
 video game  
 iPhone
- 4. The restaurant cares about \_\_\_\_.  
 menu control  
 customer control
- 5. Customers can choose \_\_\_\_.  
 the waiter

Submit Try again See answers Score: 7/7

Resources Progress

Watch the video. Choose the best answer.



- 3. The restaurant is compared to a(n) \_\_\_\_.  
 iPhone
- 4. The restaurant cares about \_\_\_\_.  
 menu control  
 customer control
- 5. Customers can choose \_\_\_\_.  
 the waiter  
 what the table looks like
- 6. In the video, "fusion" means \_\_\_\_.  
 a process in physics or biology  
 cooking that is a mixture of different styles
- 7. *Virtual* means \_\_\_\_.  
 made to appear with computer systems  
 being very good

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