

## Multiple Choice Quizzes (20 Questions)

**1. What is the main purpose of the opening anecdote about "Kathy"?**

- A) To show how friendly customer service attendants in India are.
- B) To illustrate the practice of call center employees using Westernized pseudonyms.
- C) To highlight the geographical location of Bangalore.
- D) To complain about deceptive practices in international banking.

**2. According to the text, why do multinational corporations frequently hire companies in India?**

- A) Because India has the lowest labor costs in the world.
- B) To manage phone-based services for their global clientele.
- C) To train their international managers in IT support.
- D) Because Indian call centers only deal with credit card transactions.

**3. What does the text imply about Bangalore's status in the technology sector?**

- A) It is trying to compete with European IT hubs.
- B) It has established itself as one of the primary global centers for IT.
- C) It focuses strictly on local Indian telecommunications.
- D) Its IT industry is starting to decline due to global competition.

**4. Which of the following services is NOT explicitly mentioned as being handled by Indian call centers?**

- A) Technical support for computer help lines
- B) Credit card transactions and banking
- C) Telemarketing services
- D) Web design and software development

**5. Why are hundreds of candidates attracted to call center jobs in Bangalore?**

- A) They want to practice speaking with people from all over the world.
- B) The job offers a pathway to study abroad in British universities.
- C) The potential monthly income of \$700 is highly appealing.
- D) It is a mandatory requirement for completing an MBA degree.

**6. What characteristics define the majority of the candidates applying for these positions?**A) Older, experienced individuals looking for a career change.

B) Young, ambitious, and highly educated individuals.

C) Foreign students living in the southern part of India.

D) Unemployed youth without formal degrees.

**7. What paradox is mentioned regarding the English language in India?**

A) Indians speak English fluently, but they prefer to use local languages at work.

B) Although India was a British colony, schools no longer teach English.

C) While they have a history as anglophones, their spoken English can be difficult for non-Indians to understand.

D) English is widely spoken by older generations but rejected by younger professionals.

**8. As used in the text, what does the term "anglophones" mean?**

A) People who speak English as a native or widespread language.

B) Individuals who refuse to speak foreign languages.

C) Call center employees who use fake names.

D) People who specialize in British history.

**9. Why do new call center employees undergo language training before learning about products?**

A) To completely eliminate their native Indian languages.

B) To learn how to pace their speech and modify their accents for international callers.

C) To memorize a script for technical support.

D) To master advanced British vocabulary.

**10. Based on the text, what is a specific linguistic habit of Indian English speakers mentioned?**

A) They completely avoid using prepositions.

B) They speak at a very slow and measured pace.

C) They may alter preposition usage, such as saying "do the mall" instead of "to the mall."

D) They place stress on the wrong syllables in words like "available."

**11. What are trainees taught regarding the word "available"?**

- A) To pronounce it with a British accent.
- B) To say "It's not available," rather than shifting the pronunciation or stress patterns unnaturally.
- C) To avoid using the word altogether in customer service.
- D) To substitute it with Western slang.

**12. What does the phrase "adopt an Anglo name" mean in the context of the passage?**

- A) Legally changing their names to match British passport standards.
- B) Using a Western-sounding name while performing their job duties.
- C) Giving up their Indian citizenship to work for overseas corporations.
- D) Registering their birth certificates under a foreign language.

**13. How are call centers affecting the traditional social structure in India?**

- A) They reinforce strict traditional roles by segregating workers.
- B) They are helping to challenge and alter the traditional caste system.
- C) They only hire individuals from elite social segments.
- D) They have had no measurable impact on Indian society.

**14. What social shift regarding women is highlighted in the text?**

- A) Women are being excluded from high-paying tech roles.
- B) Call centers are improving and changing the societal position of women.
- C) Women are only allowed to work night shifts.
- D) The gender gap is widening because only men hold MBAs.

**15. The text states that call centers employ people from "different segments of society." This suggests that the industry promotes:**

- A) Diversity and inclusivity
- B) Economic segregation
- C) Elite networking
- D) Regional conflict

**16. Why might a customer's call be redirected to Mexico or the Philippines?**

- A) Because those countries have better technology than India.
- B) It depends on the time of day the customer places the call.
- C) Because Indian call centers close during regular business hours.
- D) Because those countries offer cheaper services than Bangalore.

**17. What can a customer always be certain of when their call is redirected internationally?**

- A) The attendant will have an American accent.
- B) The attendant will be based in Bangalore.
- C) The attendant will be speaking English.
- D) The call will be answered in less than a minute.

**18. What is the tone of the passage regarding the call center industry in India?**

- A) Highly critical and skeptical of economic globalization.
- B) Informative and objective, highlighting both growth and cultural adjustments.
- C) Overly emotional and tragic concerning social systems.
- D) Whimsical and fictional.

**19. Which word is closest in meaning to "booming" as used in the phrase "*a booming business*"?**

- A) Declining
- B) Noisy
- C) Flourishing
- D) Precarious

**20. What is the underlying theme of the entire reading passage?**

- A) The dominance of Western culture over Asian economies.
- B) The globalization of customer service and its linguistic and social impacts in India.
- C) The technological supremacy of Bangalore over the rest of the world.
- D) The historical consequences of British colonization on modern geography.