

Reading Comprehension Quiz: Is That Mrs. Jones?

1. What is the main topic of the text?

- The history of the British colony in India
- The growth and impact of call centers in India
- How to get a master's degree in Bangalore
- The technology behind multinational corporations

2. Where is Bangalore located?

- In northern India
- In Mexico
- In the Philippines
- In the southern part of India

3. According to the text, why do many young people in India want to work in call centers?

- To earn around \$700 a month
- To travel to Mexico and the Philippines
- To avoid learning English
- To work less than 20 hours a week

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

- Technical support
- Banking
- Medical surgeries
- Telemarketing

5. Why are people in India already familiar with the English language?

- Because all multinational corporations require it from birth
- Because they watch a lot of American movies
- Because it is the only language taught in schools
- Because of the country's past as a British colony

6. What is the first thing new call center employees usually learn during their training?

- Language training
- How to fix computers
- The history of the caste system
- Information about the products they will sell

7. Why do Indian call center employees need to learn to slow down their speech?

- Because customers usually speak very slowly
- Because phone connections are often very poor
- Because the English spoken in India is often very fast
- Because they are required to speak for exactly ten minutes per call

8. What are call center employees expected to adopt in their new job?

- A new Indian surname
- A traditional dress code
- A British passport

An Anglo name

9. How are call centers affecting Indian society?

They are strengthening the traditional caste system.

They employ only men with master's degrees.

They are helping to change the traditional caste system and the position of women.

They are encouraging people to move back to rural areas.

10. Besides India, which other countries are mentioned as places where call centers are being set up?

China and Japan

Mexico and the Philippines

England and the United States

Brazil and Argentina