

EXERCISE A: Read the text and look at the words in **bold**, then answer the questions 1 - 10.

GrabCar existed as a subsidiary of Grab Taxi. It moved to **Singapore** in **2016** from **Malaysia** that established an office here, in the year **2012**. The main objective of the Grab app is to assign taxis to nearby commuters through the location-sharing system. This company has the vision to take the transport services to new heights by using modern technology to make things faster and easier for both customers and drivers.

There are indeed few purposes in using GrabCar. It is true that it **guarantees personal accident insurance** to the customers the moment they get into a GrabCar. However, the most **significant** purpose of GrabCar is that **their fares are fixed** and as a customer, you can view your prices before deciding to book the ride. The drivers they hire also have to **go through strict screening processes** before they can be allowed to utilise a GrabCar service. The drivers are also required to sit for an online training afterwards. On top of that, customers have the right to **rate the drivers** and even report any complaints. Customers will have the chance to view the profile of the available Grab drivers first before proceeding with booking. Any enquiries will be handled **swiftly** and carefully because **safety** and comfort is their main concern after all.

To be able to use a GrabCar service is not difficult. All you have to do is just **download the app** into your smart device and **set up credit card details** for automated payments and you can start navigating the app for transport convenience. To book a ride, key in your pick up and drop off location. Then, the GrabCar service will **find the nearest available driver**. Grab has also launched GrabFood with the purpose of widening its business in **food and beverage**. Restaurants and eateries can now hire this independent delivery service for their meals and we get to enjoy even **better** convenience at our doorstep.

Answer the questions below. Choose no more than five words and/or a number from the text for each answer.

- When was GrabCar launched? _____.
- GrabCar head office is located in _____.
- What is the main reason of using GrabCar? _____.
- What must a driver do before he can be allowed to use GrabCar service? _____.
- Customers get to _____ and sent in their complaints if they are not satisfied.
- To use GrabCar automated payment, the first thing that needs to be done is to _____.
- What will GrabCar do after you're finished inserting your location? _____.
- Grab has even extended its business to eateries to do delivery service for _____.

9 - 10: Complete the table below with a word from the text.

	Meaning	Word
9	important	
10	speedily	