Name:_____

Read the following extract, then answer the questions

Ulah Springer works at a small supermarket in the Ivy, St. Michael. Her boss Mr. Forde is away on business. One morning while Ulah was chatting on the telephone, a customer rushed into the supermarket.

Customer:	"Good morning M'am, may I have a bottle of cough syrup? My little girl has a very bad chest cold."
Ulah:	(removes the telephone from her ear and shouts at the customer.) "Hold on can't you see that I am busy?"
Customer:	"Please M'am, I am late for work and my wife needs that cough syrup for our little girl."
Ulah:	(Staring at the customer) "Well, I am afraid that she has to wait. When the Boss is here he works me like an old mule. Right now, he is not here and nobody is going to raise my blood pressure." (Ulah goes back to her telephone conversation). Meanwhile the customer slowly removed his hat, beard and moustache.
Ulah:	(Ulah is in shock, drops the telephone and begins to mumble) "So-so-sorry Mr. Forde, I didn't know it was you."
Mr. Forde:	"So that is how you treat my customers? No wonder sales have been failing. You are fired immediately."

LIVEWORKSHEETS

In which parish does Ulah work?

(A) St. James
(B) St. George
(C) St. Michael
(D) St. Philip

Who is Ulah's employer?

(A) Mrs. Springer
(B) Mrs. Forde
(C) Mr. Forde
(D) Mam

Give one word from the passage which means the same as 'at once'.

(A) immediately
(B) failing
(C) conversation
(D) extract

Which of the following statements is true?

(A) Ulah worked at a hotel.
(B) Ulah was an industrious worker.
(C) Ulah was very indifferent to her customers.
(D) Ulah cared deeply for people.

Ulah's surname was

(A) Forde
(B) Springer
(C) Boss
(D) Ulah

LIVEWORKSHEETS

What part of speech in the word 'slowly' in line 15?

(A) noun
(B) adverb
(C) preposition
(D) adjectives

Which one of the following statements is false?

(A) The customer said that his boy was ill.
(B) Ulah responded poorly to the customer.
(C) Mr. Forde came into the store.
(D) Ulah was chatting on the telephone.

Ulah was fired because

(A) She offered poor customer service
(B) She did not like the customer.
(C) She did not know that it was Mr. Forde.
(D) She had worked at the place long enough.

What kind of boss did Ulah suggest she had?

(A) kind
(B) hopeless
(C) harsh
(D) considerate

LIVEWORKSHEETS