

0 A noticed

B solved

C found

D saw

0	A	B	C	D
	☐	☐	☒	☐

Email overload

A recent survey (0) that office workers are suffering from an increasingly common 21st-century problem: too many emails. The study, which involved observing the (1) of over 50 companies, appears to show that the huge number of messages they are now receiving is (2) many of them from doing their jobs properly. In some cases, (3) to the authors of the report, the negative (4) on concentration can be as bad as losing a whole night's sleep.

The main problem seems to be that whenever employees receive emails, they feel (5) to reply to them immediately. Often the message has nothing at all to (6) with the work they are currently involved in, requiring them to focus on a completely different issue – until the next email arrives. These constant changes are tiring for the brain and this inevitably (7) to poor overall performance.

Many employees continue to do this outside working (8) , checking their emails at home again and again just in (9) there are any new messages. Some even do so while they are on holiday.

The solution, say the scientists who (10) the survey, is relatively simple. Companies should advise people to check their emails far less often, possibly as (11) as three or four times a day, reminding them that not every message needs an instant reply. They could also encourage their employees to relax more, and not (12) their work quite so seriously.

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|--------------|-------------|---------------|---------------|
| 1 A crew | B staff | C team | D band |
| 2 A delaying | B opposing | C preventing | D interfering |
| 3 A agreeing | B relating | C depending | D according |
| 4 A effect | B result | C reaction | D product |
| 5 A needed | B ordered | C commanded | D obliged |
| 6 A see | B do | C make | D go |
| 7 A results | B leads | C causes | D creates |
| 8 A days | B terms | C hours | D turns |
| 9 A case | B event | C time | D fact |
| 10 A made up | B took part | C carried out | D filled in |
| 11 A few | B many | C little | D much |
| 12 A feel | B take | C think | D regard |