

Reading comprehension exercise based on A Dat At ByTheWave Engineering by Dr Diana Ahmad Busra.

Page 2 – Customer Support Department

Q1

What is Amara's main responsibility?

- A. Repair network switches
- B. Handle customer complaints
- C. Install fibre optic cables
- D. Test signal strength

 **Answer: B**

Q2

After receiving the complaint, which department does Amara contact?

- A. Logistics
- B. Procurement
- C. Network Operations
- D. Human Resources

 **Answer: C**

Q3

Which communication skill is MOST important in this situation?

- A. Listening carefully
- B. Drawing diagrams
- C. Writing computer programs
- D. Designing circuits

 **Answer: A**

Language Focus

Which sentence is written in the **active voice**?

- A. The issue is forwarded to Network Operations.
- B. The customer's information is recorded.
- C. **Amara records the customer's information.**
- D. The complaint is resolved.

 **Answer: C**

Page 3 – Network Operations Department

Q1

What problem does Kenji identify?

- A. Missing delivery
- B. Hardware failure
- C. Wrong purchase order
- D. Damaged cable

 **B**

Q2

Who receives Kenji's report?

- A. Procurement
- B. Customer Service
- C. Maintenance Department
- D. HR

 **C**

Q3

Why does Kenji save the monitoring report?

- A. To print it
- B. For future analysis
- C. To email customers

D. To replace equipment

☒ B

★ **Language Focus**

Which verb is NOT an imperative?

A. Check

B. Record

C. Report

D. **Reports**

☒ D

 Page 4 – Maintenance Department

Q1

Why does Silas switch off the power first?

A. To save electricity

B. To improve speed

C. For safety

D. To update records

☒ C

Q2

Which equipment is replaced?

A. Router

B. Fibre cable

C. Network switch

D. Modem

☒ C

Q3

What does Silas do after reconnecting the cables?

A. Leaves immediately

- B. Tests the connection
- C. Calls Procurement
- D. Places another order

✓ B

★ Language Focus

Which sentence uses the **active voice**?

- A. The power supply is switched off.
- B. The network connection is verified.
- C. **Silas reconnects all cables correctly.**
- D. The maintenance record is updated.

✓ C

📖 Page 5 – Logistics Department

Q1

What does Elias check first?

- A. Signal strength
- B. Delivery order
- C. Customer complaint
- D. Purchase order

✓ B

Q2

Why does Elias inspect the equipment?

- A. To identify damage
- B. To install software
- C. To configure Wi-Fi
- D. To test internet speed

✓ A

Q3

Which department receives Elias' update?

- A. Maintenance
- B. Procurement
- C. HR
- D. Testing

☒ B

★ **Language Focus**

Which word is an **imperative verb**?

- A. Delivery
- B. Equipment
- C. **Check**
- D. Warehouse

☒ C

 Page 6 – Procurement Department

Q1

What does Maya check first?

- A. Delivery truck
- B. Current inventory
- C. Network signal
- D. Customer records

☒ B

2

Who does Maya contact?

- A. CEO
- B. Customer
- C. Supplier
- D. Technician

 C

Q3

Why does Maya monitor the delivery status?

- A. To keep the project on track
- B. To reduce electricity
- C. To repair cables
- D. To train staff

 A

 Language Focus

Choose the correct imperative.

- A. Contacts the supplier.
- B. Contacting the supplier.
- C. **Contact the supplier.**
- D. Contacted the supplier.

 C

 Page 7 – Fibre Optic Services

Q1

Why does Hassan measure the cable length?

- A. To save electricity
- B. To ensure correct installation
- C. To update inventory
- D. To contact customers

 B

Q2

Where is the cable connected?

- A. Router
- B. Ceiling

C. Termination point

D. Warehouse

☒ C

Q3

Why does Hassan label both cable ends?

A. For identification

B. For decoration

C. To increase speed

D. To reduce costs

☒ A

★ Language Focus

Which sentence is an imperative?

A. Hassan measures the cable.

B. The cable is connected.

C. **Measure the cable length.**

D. The cable was measured.

☒ C

 Page 8 – Wireless Communication

Q1

What is Elena installing?

A. Fibre cable

B. Network switch

C. Wireless access point

D. Server

☒ C

Q2

What does Elena do before switching on the power?

- A. Configures the settings
- B. Connects the Ethernet cable
- C. Tests the signal
- D. Updates the report

 B

Q3

What is recorded at the end?

- A. Customer complaint
- B. Inventory
- C. Installation details
- D. Purchase order

 C

★ Language Focus

Which sentence uses the **imperative**?

- A. Elena connects the Ethernet cable.
- B. The Ethernet cable is connected.
- C. **Connect the Ethernet cable.**
- D. The cable was connected.

 C

Page 9 – Testing & Quality Assurance

Q1

Why does Leo prepare the testing equipment?

- A. To test the signal
- B. To repair cables
- C. To order equipment
- D. To answer customers

 A

Q2

What does Leo compare?

- A. Prices
- B. Signal readings
- C. Inventory
- D. Delivery dates

☒ B

Q3

Who receives the final report?

- A. Procurement
- B. Customer
- C. Management
- D. Supplier

☒ C

Which sentence is written in the **passive voice**?

- A. Leo prepares the equipment.
- B. Leo measures the signal.
- C. **The signal strength is measured.**
- D. Leo submits the report.

☒ C

 Page 10 – Customer Support

Q1

What does Amara confirm with the customer?

- A. The delivery
- B. The payment
- C. Internet service is restored

D. Inventory level

☒ C

Q2

When does Amara close the complaint?

A. After receiving payment

B. After replacing equipment

C. After confirming customer satisfaction

D. After ordering equipment

☒ C

Q3

According to the passage, what ensures customer satisfaction?

A. New equipment

B. A series of procedures

C. Low prices

D. Fast delivery

☒ B

★ Language Focus

Which sentence is written in the **passive voice**?

A. Amara calls the customer.

B. Amara closes the complaint.

C. **The issue is resolved.**

D. Amara confirms the service.

☒ C