

READING COMPREHENSION

NAME: _____

DATE: _____

Read and answer the questions below.

Last Monday morning, BrightTech Solutions, which is a company that provides IT services to international clients, faced an unexpected crisis. The main email server, which the sales and customer support teams rely on heavily, suddenly stopped working. It was a breakdown that affected communication with more than fifty clients.

Mr. Lewis, the operations manager, immediately organized an emergency meeting, where every department head had to report the impact on their area. Sarah, the customer service supervisor, admitted that her team had “dropped the ball” by not responding to a client complaint, which had been sent three days earlier. She explained that the delay happened because the system outage created confusion, but Mr. Lewis reminded her that every complaint, no matter how small it seems, must be handled in a timely manner.

To avoid losing the client, Sarah promised to call them directly, which was a step to “smooth things over”. At the same time, the IT team, who were under enormous pressure, worked non-stop to restore the server. They had to “get to the bottom of” the issue, which turned out to be a power supply fault in the server room.

The technicians explained that this was the second time in two months that the same part had failed, which was worrying for the management team. Mr. Lewis emphasized that breakdowns like these are moments when leadership and teamwork are tested. He also told the staff that they must improve their internal procedures, which are supposed to prevent repeated faults.

By the end of the day, the server was running again, and the client, who had been frustrated at first, appreciated the personal call from Sarah. The company managed to keep the business relationship, but Mr. Lewis warned that problems like this are the reason why quality control and constant monitoring are essential.

What was the main problem BrightTech Solutions faced?

- a) A hacker attack
- b) A server breakdown
- c) A missed delivery
- d) A staff strike

Why was Sarah's team criticized?

- a) They caused the breakdown
- b) They lost important documents
- c) They refused to attend the meeting
- d) They ignored a client complaint

What does the idiom “dropped the ball” mean in this context?

- a) To make a mistake or fail to act
- b) To take a short break
- c) To play carelessly
- d) To stop working on a project

What was the cause of the technical failure?

- a) An internet outage
- b) A broken power supply in the server room
- c) A problem with the client's system
- d) A mistake from the customer service team

What did Sarah do to “smooth things over” with the client?

- a) Made a direct phone call to explain and apologize
- b) Promised free services
- c) Sent them a discount code
- d) Ignored the complaint

Why did the technicians need to “get to the bottom of” the problem?

- a) To prevent it from happening again
- b) To find someone to blame
- c) To show they could work under pressure
- d) To avoid reporting to the manager

What worried the management team?

- a) The IT team refused to cooperate
- b) The same part had failed twice in two months
- c) Clients were leaving the company
- d) Sarah had not apologized

What lesson did Mr. Lewis want the staff to learn?

- a) That complaints should be ignored if they are small
- b) That teamwork is less important than leadership
- c) That quality control and monitoring are essential
- d) That breakdowns cannot be prevented

Read the statements and choose TRUE or FALSE.

- The company only provides IT support for local clients. _____
- Sarah's team had ignored a client complaint for three days. _____
- The technicians discovered the issue was related to the power supply. _____
- The client decided to cancel the contract after the breakdown. _____
- Mr. Lewis said that teamwork is tested during crises. _____
- The same part had failed just once. _____
- The breakdown affected communication with over fifty clients. _____