

Reading Comprehension Quiz: Is That Mrs. Jones?

1. What is the main topic of the text?

- A) The history of the British colony in India
- B) The growth and impact of call centers in India
- C) How to get a master's degree in Bangalore
- D) The technology behind multinational corporations

2. Where is Bangalore located?

- A) In northern India
- B) In Mexico
- C) In the Philippines
- D) In the southern part of India

3. According to the text, why do many young people in India want to work in call centers?

- A) To earn around \$700 a month
- B) To travel to Mexico and the Philippines
- C) To avoid learning English
- D) To work less than 20 hours a week

4. Which of the following services is NOT mentioned as being handled by Indian call centers?

- A) Technical support
- B) Banking
- C) Medical surgeries
- D) Telemarketing

5. Why are people in India already familiar with the English language?

- A) Because all multinational corporations require it from birth
- B) Because they watch a lot of American movies
- C) Because it is the only language taught in schools
- D) Because of the country's past as a British colony

6. What is the first thing new call center employees usually learn during their training?

- A) Language training
- B) How to fix computers
- C) The history of the caste system
- D) Information about the products they will sell

7. Why do Indian call center employees need to learn to slow down their speech?

- A) Because customers usually speak very slowly
- B) Because phone connections are often very poor
- C) Because the English spoken in India is often very fast
- D) Because they are required to speak for exactly ten minutes per call

8. What are call center employees expected to adopt in their new job?

- A) A new Indian surname
- B) A traditional dress code
- C) A British passport
- D) An Anglo name

9. How are call centers affecting Indian society?

- A) They are strengthening the traditional caste system.
- B) They employ only men with master's degrees.
- C) They are helping to change the traditional caste system and the position of women.
- D) They are encouraging people to move back to rural areas.

10. Besides India, which other countries are mentioned as places where call centers are being set up?

- A) China and Japan
- B) Mexico and the Philippines
- C) England and the United States
- D) Brazil and Argentina