B2

Practice Test 3

Name: _____ Class: _____ Date: _____

Choose the best answer for each question.

1. The team would be in a stronger position now if it ____ clearer records during the trial.
   A) had kept B) keeps C) will keep
2. The service is available to all members, ____ of how often they attend.
   A) despite B) although C) regardless
3. The author ____ a distinction between convenience and genuine accessibility.
   A) draws B) performs C) conducts
4. We need to establish whether the change caused the improvement or merely ____ with it.
   A) complied B) coincided C) competed
5. The more clearly responsibilities are defined, ____ confusion there is likely to be.
   A) less than B) the less C) the least of
6. 'That may be true in this case, but it does not necessarily follow in others.' The speaker challenges ____.
   A) the extension of one conclusion to different situations
   B) the accuracy of every detail in the original case
   C) the possibility of drawing any conclusion at all
7. The plan was approved on the ____ that a review would be compulsory six months later.
   A) condition B) contrast C) extent
8. No sooner had the demonstration begun ____ the connection failed.
   A) when B) than C) then
9. The evidence is open to more than one interpretation. It is ____.
   A) ambiguous B) conclusive C) irrelevant
10. 'I'd be more persuaded if the comparison included similar groups.' The speaker requests ____.
    A) a larger number with no regard to its source
    B) a guarantee that the preferred result will appear
    C) a fairer basis for evaluating the claim

B2

Practice Test 3

Choose the best answer for each question.

11. The policy has been criticised for placing an excessive ____ on smaller organisations.
    A) incentive B) burden C) advantage
12. ____ by the unexpected demand, the organisers extended the booking period.
    A) Encouraging B) Encouraged C) To encouraging
13. Which statement is appropriately qualified?
    A) The results prove that this method must work in every setting.
    B) The results eliminate every alternative explanation automatically.
    C) The results suggest an improvement, though other factors may have contributed.
14. The report does not dismiss the concern; ____ the contrary, it treats it as central.
    A) in B) on C) at
15. A 'feasible' proposal is one that ____.
    A) can realistically be carried out
    B) has already achieved every objective
    C) is more attractive because it cannot be tested

Read the text and answer questions 16 to 20.

A Faster Reply Is Not Always a Better One

A service team introduced a target for answering customer messages within an hour. The average response time fell sharply, and the monthly dashboard appeared to show a clear improvement. Yet customers increasingly complained that the replies did not resolve their questions. Staff explained that they could meet the target by acknowledging a message quickly, even when a useful answer required further investigation. Some began dividing a single issue into several exchanges, each of which counted as a prompt response. No one had explicitly asked them to behave this way; the measure simply rewarded speed more visibly than resolution. The manager did not abandon response-time data. Instead, she paired it with evidence about whether problems were actually solved and whether customers had to repeat information. The revised approach still valued prompt communication, but recognised it as one part of service quality. The episode illustrated a broader risk: when a convenient measure is mistaken for the whole objective, people may improve the number without improving the experience it is supposed to represent.

16. What created the appearance of improvement?
    A) A sharp fall in average response time
    B) A confirmed fall in unresolved customer problems
    C) A rise in the number of experienced staff
17. Why were customers still dissatisfied?
    A) Messages were no longer acknowledged at all.
    B) They were required to visit the office in person.
    C) Fast replies often failed to resolve their questions.
18. How does the writer explain staff behaviour?
    A) It resulted from an explicit order to mislead customers.
    B) It was influenced by what the target rewarded.
    C) It proved that staff opposed all forms of measurement.
19. What did the manager change?
    A) She stopped collecting every kind of service data.
    B) She extended the same target to more departments unchanged.
    C) She combined speed data with measures of resolution.
20. What wider point does the text make?
    A) Speed has no place in assessing customer service.
    B) Customer experience cannot be investigated in any useful way.
    C) A partial measure can distort behaviour if treated as the whole goal.