

Reading Comprehension Level 5

Directions: Read each passage carefully and choose the correct answer to each question.

Is That Mrs. Jones?

"Good evening. This is Kathy at Communicom. Who am I speaking to?" In fact, Kathy's real name may be Kavitha, and she's probably a customer service attendant in Bangalore, a large city in the southern part of India.

Bangalore has become India's center for IT, and nowadays it is one of the world's principal call centers. Multinational corporations frequently hire companies in India to handle services to their customers over the phone: everything from technical support on computer help lines to credit card transactions, banking, and telemarketing. Customers all over the world frequently talk to phone assistants in Bangalore.

Call centers are a booming business in this part of India, and they generate a great many jobs. The possibility of earning \$700 a month attracts hundreds of candidates. They are mostly young people, competitive and highly qualified, some with MBAs and master's degrees.

However, in order to qualify for a position with one of these service companies, many of these young people need to perfect their English. In India, people have long been anglophones because of the country's past as a British colony. But the challenge is how to make their English easily understood to non-Indians.

So before new call center employees learn about the products they're going to sell, they usually begin with language training. They learn to slow down their speech because the English spoken in India is often very fast. And they concentrate on accents and sounds. For example, Indians say "It's not available," instead of "available." Or "I'm going do the mall,"

Reading Items For Practice Grade 11

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Table of Contents Reading Items For Practice Grade 11

1. Understanding the eBook Reading Items For Practice Grade 11
 - The Rise of Digital Reading Reading Items For Practice Grade 11
 - Advantages of eBooks Over Traditional Books
2. Identifying Reading Items For Practice Grade 11
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Reading Items For Practice Grade 11
 - User-Friendly Interface
4. Exploring eBook Recommendations from Reading Items For Practice Grade 11
 - Personalized Recommendations
 - Reading Items For Practice Grade 11 User Reviews and Ratings
 - Reading Items For Practice Grade 11 and Bestseller Lists
5. Accessing Reading Items For Practice Grade 11 Free and Paid eBooks
 - Reading Items For Practice Grade 11 Public Domain eBooks
 - Reading Items For Practice Grade 11 eBook Subscription Services
 - Reading Items For Practice Grade 11 Budget-Friendly Options

6. Navigating Reading Items For Practice Grade 11 eBook Formats
 - ePub, PDF, MOBI, and More
 - Reading Items For Practice Grade 11 Compatibility with Devices
 - Reading Items For Practice Grade 11 Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Reading Items For Practice Grade 11
 - Highlighting and Note-Taking Reading Items For Practice Grade 11
 - Interactive Elements Reading Items For Practice Grade 11
8. Staying Engaged with Reading Items For Practice Grade 11
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Reading Items For Practice Grade 11
9. Balancing eBooks and Physical Books Reading Items For Practice Grade 11
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Reading Items For Practice Grade 11
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Reading Items For Practice Grade 11
 - Setting Reading Goals Reading Items For Practice Grade 11
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Reading Items For Practice Grade 11
 - Fact-Checking eBook Content of Reading Items For Practice Grade 11
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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