

- Read the following newspaper report about a contest for the best receptionist.
- Are the sentences **16–22** on the opposite page right or wrong? If there is not enough information to answer 'Right' or 'Wrong', choose 'Doesn't Say'.
- For each sentence **16–22**, mark one letter (**A**, **B** or **C**).

Contest to find the Best Receptionist of the Year

5 The six contestants who reached the finals were invited to the National Press Office, where the final judging took place.

10 They took part in four tests: telephone role plays; dealing with suspicious packages; a written test; and an interview. Telephone role plays included dealing with angry callers and with policemen asking for specific information. In the written test, the
15 finalists had to keep a record of a series

20 of scheduled visitors and of several unexpected incidents. The hardest part for the contestants was keeping their records tidy. Dealing with suspicious packages, for example, a parcel or letter which might contain something dangerous, was also difficult. Very few companies offer training in this and
25 only one of the contestants performed well on this task. For the last test, the judges interviewed each finalist in turn, asking them questions about their jobs.

30 Marks were awarded for each test and then added together to give a final score. Not surprisingly, the final scores were very close. Because the scores of the successful contestant, Ms Suzanne Burdette, and the runner-up, Mr
35 Ahmed Shawad, were only two points apart, the judges interviewed them both again before making a final decision.

- 16 The final judging of the *Best Receptionist of the Year* took place in London.
A Right B Wrong C Doesn't say
- 17 Part of the phone test was to measure how clearly the contestants spoke.
A Right B Wrong C Doesn't say
- 18 In the written test, the contestants dealt with both planned and unplanned events.
A Right B Wrong C Doesn't say
- 19 Some of the contestants had received training in handling suspicious packages.
A Right B Wrong C Doesn't say
- 20 The finalists were interviewed separately.
A Right B Wrong C Doesn't say
- 21 Because the final scores were close, all the contestants were re-interviewed.
A Right B Wrong C Doesn't say
- 22 The title *Best Receptionist of the Year* went to a woman.
A Right B Wrong C Doesn't say