

Directions: In this section, there is a passage with ten blanks. You are required to select one word for each blank from a list of choices given in a word bank following the passage. Read the passage through carefully before making your choices. Each choice in the bank is identified by a letter. Please mark the corresponding letter for each item on **Answer Sheet 2** with a single line through the centre. You may not use any of the words in the bank more than once.

Nowadays you can't buy anything without being asked to provide a rating of a company's performance on a five-star scale.

I've been asked to rate my "store 26 " on the EFTPOS terminal before I can pay. Even the most 27 activities, such as calling Telstra or picking up a parcel from Australia Post, are followed by texts or emails with surveys asking, "How did we do?"

Online purchases are 28 followed up by a customer satisfaction survey. Companies are so 29 for a hit of stars that if you delete the survey the company sends you another one.

We're 30 to rate our apps when we've barely had a chance to use them. One online course provider I use asks you what you think of the course after you've only completed 31 2 per cent of it.

Economist Jason Murphy says that companies use customer satisfaction ratings because a 32 display of star feedback has become the nuclear power source of the modern economy.

However, you can't help but 33 if these companies are basing their business on fabrications(捏造的东西). I 34 that with online surveys I just click the 35 that's closest to my mouse cursor(光标) to get the damn thing off my screen. Often the star rating I give has far more to do with the kind of day I'm having than the purchase I just made.

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| A) announce | I) roughly |
| B) commonplace | J) routinely |
| C) confess | K) shining |
| D) desperate | L) showering |
| E) experience | M) variety |
| F) fascinated | N) voyage |
| G) option | O) wonder |
| H) prompted | |