

PRACTICE TEST

English Language Arts

Grade 10

Student Name

School Name

District Name

Grade 10 English Language Arts

PRACTICE TEST

SESSION 1

This session contains 13 questions.

Directions

Read each passage and question carefully. Then answer each question as well as you can. You must record all answers in this Practice Test Booklet.

For most questions, you will mark your answers by filling in the circles in your Practice Test Booklet. Make sure you darken the circles completely. Do not make any marks outside of the circles. If you need to change an answer, be sure to erase your first answer completely.

Some questions will ask you to write a response. Write each response in the space provided. Only responses written within the provided space will be scored.

Read the excerpt and the poem about characters who want to change their names. Then answer the questions that follow.

In this excerpt, Gogol Ganguli, whose family is from India but who is named after the Russian author Nikolai Gogol, decides to change his name.

from *The Namesake*
by Jhumpa Lahiri

- 1 The idea to change his name had first occurred to him a few months ago. He was sitting in the waiting room of his dentist, flipping through an issue of *Reader's Digest*. He'd been turning the pages at random until he came to an article that caused him to stop. The article was called "Second Baptisms." "Can you identify the following famous people?" was written beneath the headline. A list of names followed and, at the bottom of the page, printed in tiny letters upside down, the famous personalities they corresponded to. The only one he guessed correctly was Robert Zimmerman, Bob Dylan's real name. He had no idea that Molière had been born Jean-Baptiste Poquelin and that Leon Trotsky was born Lev Davidovich Bronstein. That Gerald Ford's name was Leslie Lynch King, Jr., and that Engelbert Humperdinck's was Arnold George Dorsey. They had all renamed themselves, the article said, adding that it was a right belonging to every American citizen. He read that tens of thousands of Americans had their names changed each year. All it took was a legal petition, the article had said. And suddenly he envisioned "Gogol" added to the list of names, "Nikhil" printed in tiny letters upside down.
- 2 That night at the dinner table, he brought it up with his parents. It was one thing for Gogol to be the name penned in calligraphy on his high school diploma, and printed below his picture in the yearbook, he'd begun. It was one thing, even, for it to be typed on his applications to five Ivy League colleges, as well as to Stanford and Berkeley. But engraved, four years from now, on a bachelor of arts degree? Written at the top of a résumé? Centered on a business card? It would be the name his parents picked out for him, he assured them, the good name they'd chosen for him when he was five.
- 3 "What's done is done," his father had said. "It will be a hassle. Gogol has, in effect, become your good name."
- 4 "It's too complicated now," his mother said, agreeing. "You're too old."
- 5 "I'm not," he persisted. "I don't get it. Why did you have to give me a pet name in the first place? What's the point?"

- 6 "It's our way, Gogol," his mother maintained. "It's what Bengalis do."
- 7 "But it's not even a Bengali name."
- 8 He told his parents what he'd learned in Mr. Lawson's class, about Gogol's lifelong unhappiness, his mental instability, about how he'd starved himself to death. "Did you know all this stuff about him?" he asked.
- 9 "You forgot to mention that he was also a genius," his father said.
- 10 "I don't get it. How could you guys name me after someone so strange? No one takes me seriously," Gogol said.
- 11 "Who? Who does not take you seriously?" his father wanted to know, lifting his fingers from his plate, looking up at him.
- 12 "People," he said, lying to his parents. For his father had a point; the only person who didn't take Gogol seriously, the only person who tormented him, the only person chronically aware of and afflicted by the embarrassment of his name, the only person who constantly questioned it and wished it were otherwise, was Gogol. And yet he'd continued, saying that they should be glad, that his official name would be Bengali, not Russian.
- 13 "I don't know, Gogol," his mother had said, shaking her head. "I really don't know." She got up to clear the dishes. Sonia¹ slinked away, up to her room. Gogol remained at the table with his father. They sat there together. . . .
- 14 "Then change it," his father said simply, quietly, after a while.
- 15 "Really?"
- 16 "In America anything is possible. Do as you wish."
- 17 And so he had obtained a Commonwealth of Massachusetts change-of-name form, to submit along with a certified copy of his birth certificate and a check to the Middlesex Probate and Family Court. He'd brought the form to his father, who had glanced at it only briefly before signing his consent, with the same resignation with which he signed a check or a credit card receipt, his eyebrows slightly raised over his glasses, inwardly calculating the loss. He'd filled out the rest of the form in his room, late at night when his family was asleep. The application consisted of a single side of a cream-colored sheet, and yet it had taken him longer to fill out than his applications for college. On the first line he

¹Sonia—Gogol's sister

filled out the name he wished to change, and his place and date of birth. He wrote in the new name he wished to adopt, then signed the form with his old signature. Only one part of the form had given him pause: in approximately three lines, he was asked to provide a reason for seeking the change. For nearly an hour he'd sat there, wondering what to write. He'd left it blank in the end.

- 18 At the appointed time, his case is called. He enters a room and sits on an empty wooden bench at the back. . . . There is nothing decorating the room apart from the Massachusetts state and American flags and an oil portrait of a judge. "Gogol Ganguli," the clerk says, motioning for Gogol to approach the dais, and as eager as he is to go through with it, he is aware, with a twinge of sadness, that this is the last time in his life he will hear that name uttered in an official context. In spite of his parents' sanction he feels that he is overstepping them, correcting a mistake they've made.
- 19 "What is the reason you wish to change your name, Mr. Ganguli?" the judge asks.
- 20 The question catches him off-guard, and for several seconds he has no idea what to say. "Personal reasons," he says eventually.
- 21 The judge looks at him, leaning forward, her chin cupped in her hand. "Would you care to be more specific?"
- 22 At first he says nothing, unprepared to give any further explanation. He wonders whether to tell the judge the whole convoluted story, about his great-grandmother's letter that never made it to Cambridge, and about pet names and good names, about what had happened on the first day of kindergarten. But instead he takes a deep breath and tells the people in the courtroom what he has never dared admit to his parents. "I hate the name Gogol," he says. "I've always hated it."
- 23 "Very well," the judge says, stamping and signing the form, then returning it to the clerk. He is told that notice of the new name must be given to all other agencies, that it's his responsibility to notify the Registry of Motor Vehicles, banks, schools. He orders three certified copies of the name change decree, two for himself, and one for his parents to keep in their safe-deposit box. No one accompanies him on this legal rite of passage, and when he steps out of the room no one is waiting to commemorate the moment with flowers and Polaroid snapshots and balloons. In fact the procedure is entirely unmomentous, and when he looks at his watch he sees that from the time he'd entered the courtroom it had taken all of ten minutes. He emerges into the muggy

afternoon, perspiring, still partly convinced it is a dream. He takes the T² across the river to Boston. He walks with his blazer clasped by a finger over his shoulder, across the Common, through the Public Garden, over the bridges and along the curving paths that rim the lagoon. Thick clouds conceal the sky, which appears only here and there like the small lakes on a map, and the air threatens rain.

24 . . . "I'm Nikhil," he wants to tell the people who are walking their dogs, pushing children in their strollers, throwing bread to the ducks. He wanders up Newbury Street as drops begin to fall. He dashes into Newbury Comics, buys himself *London Calling* and *Talking Heads: 77* with his birthday money, a Che poster for his dorm room. He pockets an application for a student American Express card, grateful that his first credit card will not say Gogol in raised letters at the bottom. "I'm Nikhil," he is tempted to tell the attractive, nose-ringed cashier with dyed black hair and skin as pale as paper. The cashier hands him his change and looks past him to the next customer, but it doesn't matter; instead he thinks of how many more women he can now approach, for the rest of his life, with this same unobjectionable, uninteresting fact. Still, for the next three weeks, even though his new driver's license says "Nikhil," even though he's sliced up the old one with his mother's sewing scissors, even though he's ripped out the pages in front of his favorite books in which he'd written his name until now, there's a snag: everyone he knows in the world still calls him Gogol. He is aware that his parents, and their friends, and the children of their friends, and all his own friends from high school, will never call him anything but Gogol. He will remain Gogol during holidays and in summer; Gogol will revisit him on each of his birthdays. Everyone who comes to his going-away-to-college party writes "Good Luck, Gogol" on the cards.

²T—Boston's subway system

The Namesake by Jhumpa Lahiri. Copyright © 2003 by Jhumpa Lahiri. Reprinted by permission of Houghton Mifflin Harcourt Publishing Company.

Read the excerpt and the poem about characters who want to change their names. Then answer the questions that follow.

Teresa Mei Chuc is an American poet who was born in Vietnam. In this poem, she reflects on the meaning and history of her names.

Names

by Teresa Mei Chuc

I am tired of having five different names;
Having to change them when I enter

A new country or take on a new life. My
First name is my truest, I suppose, but I

5 Never use it and nobody calls me by this Vietnamese
Name though it is on my birth certificate—

Tue My Chuc. It makes the sound of a twang of a
String pulled. My parents tell me my name in Cantonese

10 is Chuc Mei Wai. Three soft bird chirps and they call
me Ah Wai. Shortly after I moved to the U.S., I became

Teresa My Chuc, then Teresa Mei Chuc. "Teresa" is the sound
Water makes when one is washing one's hands. After my first

Marriage, my name was Teresa Chuc Prokopiev.
After my second marriage, my name was Teresa Chuc Dowell.

15 Now I am back to Teresa Mei Chuc, but I want to go way back.
Reclaim that name once given and lost so quickly in its attempt

to become someone that would fit in. Who is Tue My Chuc?
I don't really know. I was never really her and her birthday

20 on March 16, I never celebrate because it's not my real birthday
though it is on my birth certificate. My birthday is on January 26,

really, but I have to pretend that it's on March 16
because my mother was late registering me after the war.

Or it's in December, the date changing every year according to the lunar calendar—this is the one my parents celebrate

25 because it's my Chinese birthday. All these names and birthdays make me dizzy. Sometimes I just don't feel like a Teresa anymore; Tue (pronounced Twe) isn't so embarrassing. A fruit learns to love its juice. Anyways, I'd like to be string . . . resonating. Pulled back tensely like a bow

30 Then reverberate in the arrow's release straight for the heart.

"Names" by Teresa Mei Chuc, from *Keeper of the Winds*. Copyright © 2014 by Teresa Mei Chuc. Reprinted by permission of the author.

1 What does paragraph 2 of *The Namesake* **mainly** reveal about Gogol?

(A) He fears that the name Gogol will get him into trouble.
(B) He believes that the name Gogol is not suitable for a serious adult.
(C) He wants to replace the name Gogol with Nikhil on all his old documents.
(D) He plans to use both the names Gogol and Nikhil throughout his college years.

2 In paragraphs 14–16 of *The Namesake*, what is the **most likely** reason Gogol's father consents to Gogol's wishes?

(A) He believes Gogol's claim that no one takes him seriously.
(B) He hopes Gogol will sense the disappointment underlying his words.
(C) He realizes how much he also disapproves of the name he gave Gogol.
(D) He recognizes that Gogol's cultural influences are different from his own.

3 Read the sentence from paragraph 23 of *The Namesake* in the box.

No one accompanies him on this legal rite of passage, and when he steps out of the room no one is waiting to commemorate the moment with flowers and Polaroid snapshots and balloons.

What does the word *commemorate* **most likely** mean as it is used in the sentence?

(A) engage
(B) promote
(C) recognize
(D) reproduce

4 How are lines 1–18 of “Names” important to the development of the theme?

- (A) They act as a tribute to all the people who affected the speaker throughout her life.
- (B) They offer a recollection of life events to explain how the speaker acquired so many names.
- (C) They present a description of the processes the speaker followed to change each of her names.
- (D) They serve as a summary of reasons why the speaker has been unable to choose a proper name.

5 In addition to having five names, what else affects the speaker’s sense of self in “Names”?

- (A) her need to confess her actual birthday to the proper authorities
- (B) her misunderstanding about when her lunar calendar birthday falls
- (C) her indecision about whether to share her confusing birthday history
- (D) her annoyance that her actual birthday is not officially acknowledged

6 How are Gogol in *The Namesake* and the speaker in “Names” different?

- (A) Gogol feels disconnected from his heritage, while the speaker feels deeply connected to hers.
- (B) Gogol wavers in his decision to act, while the speaker acts decisively to solve a problem with her name.
- (C) Gogol shows respect for his parents and their choices, while the speaker seems indifferent to her parents.
- (D) Gogol struggles to express his true feelings about his name, while the speaker can articulately express hers.

7 Part A

Which theme is shared by **both** *The Namesake* and “Names”?

- Ⓐ It is possible to escape the past.
- Ⓑ One has a right to shape one’s own identity.
- Ⓒ One has a duty to confront social problems.
- Ⓓ A family’s history has little to do with its future.

Part B

Which pair of quotations **best** supports the answer to Part A?

- Ⓐ “He was sitting in the waiting room of his dentist, flipping through an issue of *Reader’s Digest*.” (paragraph 1 of *The Namesake*)
“I am tired of having five different names;” (line 1 of “Names”)
- Ⓑ “A list of names followed and, at the bottom of the page, printed in tiny letters upside down, the famous personalities they corresponded to.” (paragraph 1 of *The Namesake*)
“. . . After my first / Marriage, my name was Teresa Chuc Prokopiev.” (lines 12 and 13 of “Names”)
- Ⓒ “All it took was a legal petition, the article had said.” (paragraph 1 of *The Namesake*)
“. . . My birthday is on January 26, / really, but I have to pretend that it’s on March 16” (lines 20 and 21 of “Names”)
- Ⓓ “And suddenly he envisioned ‘Gogol’ added to the list of names, ‘Nikhil’ printed in tiny letters upside down.” (paragraph 1 of *The Namesake*)
“. . . Sometimes I just don’t feel like a / Teresa anymore; . . .” (lines 26 and 27 of “Names”)

8 For each personality trait, select whether it **best** describes Gogol in *The Namesake*, the speaker in “Names,” or both.

critical

- (A) Gogol
- (B) speaker
- (C) both

hesitant

- (A) Gogol
- (B) speaker
- (C) both

confident

- (A) Gogol
- (B) speaker
- (C) both

determined

- (A) Gogol
- (B) speaker
- (C) both

For this question, you will write an essay based on the passage(s). Your writing should:

- **Present and develop a central idea/thesis.**
- **Provide evidence from the passage(s).**
- **Use correct grammar, spelling, and punctuation.**

9 Based on *The Namesake* and “Names,” write an essay that compares and contrasts Gogol’s and the speaker’s attitudes toward their names. Use evidence from **both** the excerpt and the poem to develop your essay.

Write your essay on the next two pages.

9

Read the excerpt from a poem about changes in people's lives and then answer the questions that follow.

from *Metamorphoses*

Book XV, The Teachings of Pythagoras

by Ovid

Notice the year's four seasons: they resemble
Our lives. Spring is a nursling, a young child,
Tender and young, and the grass shines and buds
Swell with new life, not yet full-grown nor hardy,
5 But promising much to husbandmen, with blossom
Bright in the fertile fields. And then comes summer
When the year is a strong young man, no better time
Than this, no richer, no more passionate vigor.
Then comes the prime of Autumn, a little sober,
10 But ripe and mellow, moderate of mood,
Halfway from youth to age, with just a showing
Of gray around the temples. And then Winter,
Tottering, shivering, bald or gray, and agèd.

Our bodies also change. What we have been,
15 What we now are, we shall not be tomorrow.
There was a time when we were only seed,
Only the hope of men, housed in the womb,
Where Nature shaped us, brought us forth, exposed us
To the void air, and there in light we lay,
20 Feeble and infant, and were quadrupeds
Before too long, and after a little wobbled
And pulled ourselves upright, holding a chair,
The side of the crib, and strength grew into us,
And swiftness; youth and middle age went swiftly
25 Down the long hill toward age, and all our vigor
Came to decline, so Milon, the old wrestler,
Weeps when he sees his arms whose bulging muscles
Were once like Hercules,¹ and Helen² weeps

¹Hercules—Roman hero and god from classical mythology

²Helen—In Greek mythology, Helen of Troy was the daughter of Zeus and considered the most beautiful woman in the world.

To see her wrinkles in the looking glass:
30 . . . Time devours all things
With envious Age, together. The slow gnawing
Consumes all things, and very, very slowly.

"Book XV, The Teachings of Pythagoras" by Ovid, from *The Metamorphoses*, translated by Rolfe Humphries.
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permission of Indiana University Press.

10 What do the personifications of Nature, Time, and Age **mainly** imply about human life?

- (A) We are always afraid of unpredictable forces.
- (B) Positive forces shape the world to our advantage.
- (C) Our willpower can defeat seemingly invincible forces.
- (D) We are at the mercy of forces greater than ourselves.

11 What idea do the references to Hercules and Helen in line 28 help convey?

- (A) Stories about great deeds eventually fade and are forgotten.
- (B) The gods punish those who succumb to vanity in their youth.
- (C) The heroes admired long ago may not seem quite as impressive today.
- (D) Even the strongest and the most attractive are subject to the effects of aging.

12 Which sentence **best** describes how the second stanza relates to the ideas established in the first stanza?

- (A) The second stanza casts doubts on the metaphor presented in the first stanza.
- (B) The second stanza provides a theory about aging that differs from the one in the first stanza.
- (C) The second stanza glorifies the process of aging, providing a contrast to the negativity of the first stanza.
- (D) The second stanza describes the physical effects of time, expanding on the comparison from the first stanza.

13 **Part A**

Based on the excerpt, what does the speaker **most likely** believe?

- Ⓐ Wisdom is more valuable than strength.
- Ⓑ Memories keep the lessons of the past alive.
- Ⓒ Most people mourn the passing of their youth.
- Ⓓ Individuals should question what they are told.

Part B

Which lines from the excerpt **best** support the answer to Part A?

- Ⓐ ". . . then comes summer / When the year is a strong young man, no better time / Than this, . . ." (lines 6–8)
- Ⓑ "Then comes the prime of Autumn, a little sober, / But ripe and mellow, moderate of mood," (lines 9 and 10)
- Ⓒ "There was a time when we were only seed, / Only the hope of men, housed in the womb," (lines 16 and 17)
- Ⓓ ". . . so Milon, the old wrestler, / Weeps when he sees his arms whose bulging muscles / Were once like Hercules', . . ." (lines 26–28)

Grade 10 English Language Arts

PRACTICE TEST

SESSION 2

This practice test contains 17 questions.

Directions

Read each passage and question carefully. Then answer each question as well as you can. You must record all answers in this Practice Test Booklet.

For most questions, you will mark your answers by filling in the circles in your Practice Test Booklet. Make sure you darken the circles completely. Do not make any marks outside of the circles. If you need to change an answer, be sure to erase your first answer completely.

Some questions will ask you to write a response. Write each response in the space provided. Only responses written within the provided space will be scored.

Read the excerpt and the article about listening. Then answer the questions that follow.

In this excerpt, the author explores the value of listening and being listened to.

from *The Lost Art of Listening*

by Michael P. Nichols

- 1 Nothing hurts more than the sense that people close to us aren't really listening to what we have to say. We never outgrow the need to communicate what it feels like to live in our separate, private worlds of experience. That's why a sympathetic ear is such a powerful force in human relationships—and why the failure to be heard and understood is so painful.
- 2 My ideas about listening have been sharpened by twenty years of work as a psychoanalyst and family therapist. Refereeing arguments between intimate partners, coaching parents to communicate with their children, and struggling myself to sustain empathy as my patients faced their demons ultimately has led me to the conclusion that much of the conflict in our lives can be explained by one simple but unhappy fact: we don't really listen to each other.
- 3 Jumping in to say what's on our minds—before we've even acknowledged what the other person said—short-circuits the possibility of mutual understanding. Speaking without listening, hearing without understanding is like snipping an electrical cord in two, then plugging it in anyway, hoping somehow that something will light up. Most of the time, of course, we don't deliberately set out to break the connection. In fact, we're often baffled and dismayed by a feeling of being left sitting around in the dark.
- 4 Modern culture has developed conceptions of individualism that picture us as finding our own bearings within, declaring independence from the webs of interlocution¹ that formed us, or at least neutralizing them. It is as though when we become finished persons we outgrow our need for attention, like training wheels. All this is not to say that we can't be autonomous, in the sense of self-directing, or even original, able to think and act on our own. But we cannot leap out of the human condition and become self-sustaining, secure, and satisfied without need for conversation—conversation in a broad sense, that is some kind of interchange with others.

¹interlocution—conversation or discussion

- 5 We think of ourselves as individuals, but we are embedded in networks of relationships that define us and sustain us. Even as the most independent adults, we have moments when we cannot clarify what we feel until we talk about it with someone who knows us, who cares about what we think, or at least is willing to listen.
- 6 Contemporary pressures have, regrettably, shrunk our attention spans and impoverished the quality of listening in our lives. We live in hurried times, when dinner is something we zap in the microwave and keeping up with the latest books and movies means reading the reviews. That's all we've got time for. Running to and from our many obligations, we close ourselves off from the world around us with headphones, exercising strict control over what we allow in.
- 7 In the limited time we still preserve for family and friends, conversation is often preempted by soothing and passive distractions. Too tired to talk and listen, we settle instead for the lulling charms of electronic devices that project pictures, make music, or bleep across display screens. Is it this way of life that's made us forget how to listen? Perhaps. But maybe the modern approach to life is the effect rather than the cause. Maybe we lead this kind of life because we're seeking some sort of solace, something to counteract the dimming of the spirit we feel when no one is listening.
- 8 How we lost the art of listening is certainly a matter for debate. What is not debatable, my experience tells me, is that the loss leaves us with an ever-widening hole in our lives. It might begin as a vague sense of discontent, sadness, or deprivation. We miss the irreplaceable sustenance of lending an attentive ear and of receiving the same in return, but we don't know what's wrong or how to fix it. Over time this lack of listening invades our most prized relationships. Within couples and families we unnecessarily hurt each other by failing to acknowledge what each other says. Whatever the arena, our hearts experience the failure to be heard as an absence of concern.
- 9 Conflict doesn't necessarily disappear when we acknowledge each other's point of view, but it's almost certain to get worse if we don't. So why don't we take time to hear each other out?
- 10 Because the simple art of listening isn't always so simple. Often it's a burden. Not, perhaps, the perfunctory² attention we grant automatically as part of the give-and-take of everyday life. But the sustained attention of careful listening—that may take heroic and unselfish restraint. To listen

²perfunctory—showing little interest or care

well we must forget ourselves and submit to the other person's need for attention.

- 11 While it's true that some people are easier to listen to than others, conversations take place between two people, both of whom contribute to the outcome. Unfortunately, when we fail to get through to each other, we have a tendency to fall back on blaming. It's his fault: he's selfish or insensitive. Or it's my fault: I'm too dependent or don't express myself well.
- 12 The fact that we experience life (and its famous complications) from inside our own skin makes it hard for us to see the circular patterns of stimulus and response between us and our conversation partners. It takes reflection to step back from the frustrations of misunderstanding and recognize the extent to which we all participate in the problems that plague us. But this is the problem of living in this world with other people: we create our own relationships and must, in turn, sustain and be sustained by them.
- 13 Most failures of understanding are *not* due to self-absorption or bad faith, but to defensive reactions that crowd out understanding and concern. Each of us has characteristic ways of reacting emotionally in key relationships. We don't hear what's said because something in the speaker's message triggers hurt, anger, or fear.
- 14 Unfortunately, all the advice in the world about "active listening" can't overcome the maddening tendency to react to each other this way. To become better listeners, and use empathy to transform our relationships, we must identify and harness the emotional triggers that generate anxiety and cause misunderstanding and conflict. We *can* understand each other, once we learn to recognize our own defensive reactions and take charge of our responses.
- 15 If this seems too formidable a task, remember that most of us are more capable than we give ourselves credit for. We concentrate pretty hard at work, and most of us still enjoy hours of earnest, open conversation with a few friends. In fact, talk with friends is a model of what conversation can be: free enough to talk about what matters; sufficiently concerned (and sufficiently unthreatened) to listen, understand, and acknowledge; honest enough to tell the truth; and tactful enough to know when not to. More relationships can be like this. . . .
- 16 The yearning to be listened to and understood is a yearning to escape our separateness and bridge the space that divides us. We reach out and try to overcome that separateness by revealing what's on our minds and in our hearts, hoping for understanding. Getting that understanding should be simple, but it isn't.

- 17 The essence of good listening is empathy, which can be achieved only by suspending our preoccupation with ourselves and entering into the experience of the other person. Part intuition and part effort, it's the stuff of human connection.
- 18 A listener's empathy—understanding what we're trying to say *and* showing it—builds a bond of understanding, linking us to someone who understands and cares and thus confirming that our feelings are recognizable and legitimate. The power of empathic listening is the power to transform relationships. When deeply felt but unexpressed feelings take shape in words that are shared and come back clarified, the result is a reassuring sense of being understood and a grateful feeling of shared humanness with the one who understands.
- 19 If listening strengthens our relationships by cementing our connection with one another, it also fortifies our sense of self. In the presence of a receptive listener, we're able to clarify what we think and discover what we feel. Thus, in giving an account of our experience to someone who listens, we are better able to listen to ourselves. Our lives are coauthored in dialogue.

The Lost Art of Listening by Michael P. Nichols. Copyright © 2009 by Michael P. Nichols. Reprinted by permission of Guilford Publications, Inc., conveyed through Copyright Clearance Center, Inc.

Read the excerpt and the article about listening. Then answer the questions that follow.

In this article, the author explains the importance of listening.

Talk Less. Listen More. Here's How.

by Kate Murphy

- 1 When was the last time you listened to someone? Really listened, without thinking about what you wanted to say next, glancing down at your phone or jumping in to offer your opinion? And when was the last time someone really listened to you? Was so attentive to what you were saying and whose response was so spot on that you felt truly understood?
- 2 We are encouraged to listen to our hearts, our inner voices and our guts, but rarely are we encouraged to listen carefully and purposefully to other people. Instead, we talk over one another at cocktail parties, work meetings and even family dinners. Online and in person, it's all about defining yourself, shaping the narrative and staying on message.
- 3 And yet, listening can be more valuable than speaking. Wars have been fought, fortunes lost and friendships wrecked for lack of listening. It is only by listening that we engage, understand, empathize, cooperate and develop as human beings. It is fundamental to any successful relationship—personal, professional and political.
- 4 In writing a book about listening, I asked people from Brooklyn to Beijing what it meant to be a good listener. The typical response was a blank stare. People had no trouble, however, telling me what it meant to be a bad listener, rattling off actions such as interrupting, looking at a phone, and responding in a narcissistic or confused way. The sad truth is that people have more experience being cut off, ignored and misunderstood than heard to their satisfaction.
- 5 Of course, technology plays a role. Social media provides a virtual megaphone, along with the means to filter out opposing views. People find phone calls intrusive and ignore voice mail, preferring text or wordless emoji. If people are listening to anything, it's likely through headphones or earbuds, where they feel safe inside their own curated sound bubbles. This is all fueling what public health officials describe as an epidemic of loneliness in the United States.

- 6 But tech is not the only culprit. High schools and colleges have debate teams and courses in rhetoric and persuasion, but rarely, if ever, offer classes or extracurricular activities that teach careful listening. You can get a doctorate in speech communication and join clubs such as Toastmasters to perfect your public speaking, but who strives for excellence in listening? The image of success and power today is someone miked up and prowling around a stage or orating from behind a lectern. Giving a TED talk or delivering a commencement speech is living the dream.
- 7 The cacophony of modern life also stops us from listening. The acoustics in restaurants can make it difficult, if not impossible, for diners to clearly hear one another. Offices with an open design ensure every keyboard click, telephone call and after-lunch belch make for constant racket. Traffic noise on city streets, music playing in shops and the bean grinder at your favorite coffeehouse exceed the volume of normal conversation by as much as 30 decibels, and can even cause hearing loss.
- 8 So how can we reclaim the lost art of listening? After a couple of years studying the neuroscience, psychology and sociology of listening, as well as consulting some of the best professional listeners out there (including a C.I.A. agent, focus group moderator, radio producer, priest, bartender and furniture salesmen), I discovered that listening goes beyond simply hearing what people say. It also involves paying attention to how they say it and what they do while they are saying it, in what context, and how what they say resonates* within you.
- 9 It's not about merely holding your peace while someone else holds forth. Quite the opposite. A lot of listening has to do with how you respond—the degree to which you facilitate the clear expression of another person's thoughts and, in the process, crystallize your own.
- 10 Good listeners ask good questions. One of the most valuable lessons I've learned as a journalist is that anyone can be interesting if you ask the right questions. That is, if you ask truly curious questions that don't have the hidden agenda of fixing, saving, advising, convincing or correcting. Curious questions don't begin with "Wouldn't you agree . . . ?" or "Don't you think . . . ?" and they definitely don't end with "right?" The idea is to explore the other person's point of view, not sway it.
- 11 For example, when trying to find out why people might go to the grocery store late at night, a focus group moderator told me, she didn't ask leading questions like, "Do you shop late at night because you didn't

*resonates—connect or relate on an emotional level

get around to it during the day?" or "Do you shop at night because that's when they restock the shelves?" Instead, she turned her question into an invitation: "Tell me about the last time you went grocery shopping late at night." This, she said, prompted a quiet, unassuming woman who had hardly spoken up to that point to raise her hand. . . .

- 12 You also want to avoid asking people personal and appraising questions like "What do you do for a living?" or "What part of town do you live in?" or "What school did you go to?" or "Are you married?" This line of questioning is not an honest attempt to get to know who you're talking to so much as rank them in the social hierarchy. It's more like an interrogation and, as a former C.I.A. agent told me, interrogation will get you information, but it won't be credible or reliable.
- 13 In social situations, peppering people with judgmental questions is likely to shift the conversation into a superficial, self-promoting elevator pitch. In other words, the kinds of conversations that make you want to leave the party early and rush home to your dog.
- 14 Instead, ask about people's interests. Try to find out what excites or aggravates them—their daily pleasures or what keeps them up at night. Ask about the last movie they saw or for the story behind a piece of jewelry they're wearing. Also good are expansive questions, such as, "If you could spend a month anywhere in the world, where would you go?"
- 15 Research indicates that when people who don't know each other well ask each other these types of questions, they feel more connected than if they spent time together accomplishing a task. They are the same kinds of questions listed in the widely circulated article "36 Questions That Lead to Love" and are similar to the conversation starters suggested by the Family Dinner Project, which encourages device-free and listening-focused meals.
- 16 Because our brains can think a lot faster than people can talk, beware of the tendency to take mental side trips when you should be listening. Smart people are particularly apt to get distracted by their own galloping thoughts. They are also more likely to assume they already know what the other person is going to say.
- 17 . . . [I]t could be helpful to consider listening a kind of meditation, where you make yourself aware of and acknowledge distractions, then return to focusing. Rather than concentrating on your breathing or a mantra, return your attention to the speaker.
- 18 The reward of good listening will almost certainly be more interesting conversations. Researchers have found that when talking to inattentive

listeners, the speakers volunteered less information and conveyed information less articulately. Conversely, they found that attentive listeners received more information, relevant details and elaboration from speakers, even when the listeners didn't ask any questions.

- 19 How you listen can work like a self-fulfilling prophecy: If you're barely listening to someone because you think that person is boring or not worth your time, you could actually make it so. Moreover, listening to other people makes it more likely other people will listen to you. This is partly because it's human nature to return courtesies, but also because good listening improves your chances of delivering a message that resonates.
- 20 Listening is a skill. And as with any skill, it degrades if you don't do it enough. Some people may have stronger natural ability while others may have to work harder, but each of us can become a better listener with practice. The more people you listen to, the more aspects of humanity you will recognize, and the better your instincts will be. Listening well can help you understand other people's attitudes and motivations, which is essential in building cooperative and productive relationships, as well as discerning which relationships you'd be better off avoiding.
- 21 We are, each of us, the sum of what we attend to in life. . . . [T]he guidance of a mentor, the admonishment of a supervisor, the rallying call of a leader and the taunts of a rival ultimately form and shape us. And to listen poorly, selectively or not at all limits your understanding of the world and prevents you from becoming the best you can be.

"Talk Less. Listen More. Here's How." by Kate Murphy, from *The New York Times* (January 9, 2020). Copyright © 2020 by The New York Times Company. Reprinted by permission of The New York Times Company.

14 Read the sentence from paragraph 3 of *The Lost Art of Listening* in the box.

Speaking without listening, hearing without understanding is like snipping an electrical cord in two, then plugging it in anyway, hoping somehow that something will light up.

What does the use of figurative language in the sentence **mainly** help the reader understand?

- Ⓐ the outcome of one-sided communication
- Ⓑ the pain caused by disputes between friends
- Ⓒ the difficulty of forming well-balanced relationships
- Ⓓ the stress caused by contemporary social demands

15 Which statement **best** expresses how paragraph 15 in *The Lost Art of Listening* helps develop the author's ideas?

- Ⓐ It demonstrates that individuals who enjoy listening often find it easy to do well.
- Ⓑ It provides a positive example to show that fulfilling communication is attainable.
- Ⓒ It contrasts the social lives of good listeners and people with underdeveloped listening skills.
- Ⓓ It reveals the amount of practice most people need in order to resolve communication issues.

16 Which statement **best** expresses a central idea of *The Lost Art of Listening*?

- (A) Workplace pressure can be a factor in listening to and communicating new concepts.
- (B) The listening skills of people in the past were superior to those of most people in current times.
- (C) People often struggle to balance the desire for independence with the necessity of listening to others.
- (D) The power of good listening is rooted in a willingness to share with others and to understand their perspectives.

17 In paragraph 1 of “Talk Less. Listen More. Here’s How.”, what is the **most likely** reason the author uses a series of rhetorical questions?

- (A) to create a sense of suspense and tension for the reader
- (B) to encourage the reader to engage thoughtfully with the topic
- (C) to suggest that there are opposing views about what defines good listening
- (D) to show that much remains unknown about the role listening plays in everyday life

18 Which phrase from paragraph 7 of “Talk Less. Listen More. Here’s How.” provides the **best** context for understanding the meaning of the word *cacophony* in the paragraph?

- (A) “an open design”
- (B) “constant racket”
- (C) “city streets”
- (D) “your favorite coffeehouse”

19 Read the sentence from paragraph 8 of “Talk Less. Listen More. Here’s How.” in the box.

It also involves paying attention to how they say it and what they do while they are saying it, in what context, and how what they say resonates within you.

Which inference is **best** supported by the sentence?

- Ⓐ People tend to be reluctant to say what they really mean.
- Ⓑ People often express themselves in more ways than they realize.
- Ⓒ People become more comfortable when they are among close friends.
- Ⓓ People are more likely to speak openly with others who agree with them.

20 Read the quotations from the excerpt and the article in the box.

- It's his fault: he's selfish or insensitive. Or it's my fault: I'm too dependent or don't express myself well. (paragraph 11 of *The Lost Art of Listening*)
- Instead, she turned her question into an invitation: "Tell me about the last time you went grocery shopping late at night." (paragraph 11 of "Talk Less. Listen More. Here's How.")

In the quotation from *The Lost Art of Listening*, the purpose of the colons is to introduce statements that

- Ⓐ explain the ideas that precede them.
- Ⓑ contradict the ideas that precede them.
- Ⓒ emphasize the ideas that precede them.
- Ⓓ summarize the ideas that precede them.

In the quotation from "Talk Less. Listen More. Here's How.," the purpose of the colon is to introduce

- Ⓐ a limited focus.
- Ⓑ a conflicting detail.
- Ⓒ a specific example.
- Ⓓ a striking conclusion.

21 **Part A**

Read the sentence from paragraph 19 of *The Lost Art of Listening* in the box.

Thus, in giving an account of our experience to someone who listens, we are better able to listen to ourselves.

Which detail from earlier in the excerpt **best** introduces the idea that is developed in the sentence?

- (A) "It is as though when we become finished persons we outgrow our need for attention. . . ." (paragraph 4)
- (B) ". . . we have moments when we cannot clarify what we feel until we talk about it with someone who knows us. . . ." (paragraph 5)
- (C) ". . . we close ourselves off from the world around us with headphones, exercising strict control over what we allow in." (paragraph 6)
- (D) "Maybe we lead this kind of life because we're seeking some sort of solace. . . ." (paragraph 7)

Part B

Which quotation from "Talk Less. Listen More. Here's How." is **most clearly** related to the idea in the answer to Part A?

- (A) "The image of success and power today is someone miked up and prowling around a stage or orating from behind a lectern." (paragraph 6)
- (B) "A lot of listening has to do with how you respond—the degree to which you facilitate the clear expression of another person's thoughts and, in the process, crystallize your own." (paragraph 9)
- (C) "One of the most valuable lessons I've learned as a journalist is that anyone can be interesting if you ask the right questions." (paragraph 10)
- (D) "The more people you listen to, the more aspects of humanity you will recognize, and the better your instincts will be." (paragraph 20)

For this question, you will write an essay based on the passage(s). Your writing should:

- **Present and develop a central idea/thesis.**
- **Provide evidence from the passage(s).**
- **Use correct grammar, spelling, and punctuation.**

22 Based on *The Lost Art of Listening* and “Talk Less. Listen More. Here’s How.” write an essay arguing why listening skills are important. Use evidence from **both** the excerpt and the article to develop your essay.

Write your answer on the next two pages.

You have a total of two pages on which to write your response.

22

Read the articles about how automation is impacting the human workforce. Then answer the questions that follow.

This article discusses workers' responses to automation in the hotel industry.

The Quiet Ways Automation Is Remaking Service Work

Workers may not be replaced by robots anytime soon, but they'll likely face shorter hours, lower pay, and stolen time.

by Sidney Fussell

- 1 When blue-collar workers go on strike, demands such as wage increases and better hours are usually the objective. But when nearly 8,000 Marriott International employees marched outside hotels for two months in late 2018, one request stood out among the rest: protection against the automated technology that's remaking the hotel industry.
- 2 Marriott employees are right to worry. Over the past few years, the service industry has started hacking worker schedules by outsourcing human duties to machines. Automated experiments include robots that take over bartending and salad-making duties on cruise ships and in airports, and that deliver food to hotel guests' rooms. More hotels are offering automated check-in via app or even—in China—via facial recognition. Alexa-enabled speakers¹ in hotel rooms let guests ask for sightseeing tips and order toothbrushes without talking to staff.
- 3 The Marriott workers' priorities included updated language for health care and buyout packages. But they also wanted assurance that their jobs would not be filled by robots.
- 4 "You lose the humanness," said Kirk Paganelli, a waiter and bartender at a Marriott property in San Francisco. Paganelli worked in the service industry for 23 years before joining hundreds of Marriott employees across the Bay Area in a 61-day strike. In an emailed statement, a Marriott spokesperson told *The Atlantic* most of the new technology being added to hotels, such as Alexa, "is about personalizing the guest experience and enhancing the stay [and] hasn't necessarily had significant impact on workers."
- 5 "People go to a bar to vent, to have experiences, to ask questions," Paganelli said. "How are you going to do that with a robot?"

¹Alexa-enabled speakers—speakers supported by a virtual assistant named Alexa

- 6 Worker demands also included implementing new technologies they say will increase safety, such as GPS-enabled panic buttons to combat harassment and motorized cleaning carts, which are less physically stressful for maids. Unlike employees at fast-food chains and coffee shops, which are both undergoing automation pains of their own, many hotel workers see a lifetime career in their industry. Paganelli, for example, said he hopes to retire from his job at Marriott. That means he can't afford to ignore changes coming five or even 10 years down the line.
- 7 Rather than fully replacing human workers with *The Jetsons*²-style robots, the service industry is more likely to adopt a system of partial automation. Simple tasks will be automated so that workers' hours can be cut down, or so that a two-person job, say janitorial services or manning the front desk overnight, can be assigned to one person aided by a robot.
- 8 Such tech-enabled labor reshuffling may appear to "save" time for the businesses that engage in it. But that time is also taken away from workers in the form of hours cut. These changes are difficult to quantify at a large scale because they may not be reflected in employment numbers or even in hourly wages, but in the hours each employee works weekly. "Robots aren't taking your job," Brennan Hoban of the Brookings Institution wrote last year, "just your paycheck."
- 9 Of course, automation is only one technology remaking the industry. More and more, hotel guests opt for food-delivery apps such as Grubhub or Postmates over room service. They're generally cheaper, and chains sometimes offer coupon codes for guests who decide to order out. But hotel workers have complained that when apps eclipse room service, hotel chains staff fewer room-service workers.
- 10 Food-delivery apps aren't automation, but the choice between room service and Grubhub represents a give-and-take between gig-economy³ workers and employees. For smaller hotels especially, it may be more cost-effective to offer coupon codes to guests in lieu of staffing around-the-clock room service. That makes things cheaper for both the hotel and the guest, but workers miss out on hours and opportunities for tips. . . .
- 11 The facial-recognition technology used to automate hotel check-in . . . relies on patterns and templates fed by millions of images of people's faces. These databases are often furnished by universities, which may

²*The Jetsons*—a children's cartoon set in the future that featured robots and automation as part of everyday life

³gig-economy—a market system that involves temporary contract positions for independent workers

pay students to scrape the internet for pictures or enroll themselves. The self-driving cars that may one day deliver groceries to your door are monitored by human test drivers, who are paid hourly wages to sit in the front seat while the car pilots itself, taking over control in case of emergencies. Automation, again, masks time.

- 12 When the Marriott strike ended, workers were granted many of the protective measures they sought. Crucially, all employees will receive 165 days' notice before certain automated technology is implemented, as well as the option for retraining if their job is affected enough that their hours change. Employees will also be given severance if, ultimately, their position is eliminated. This won't save Marriott's workers from the larger tech trends remaking the service industry, but it does give them more time to prepare for an uncertain future.
- 13 The iPad in the lobby and the salad-prep machine in the kitchen represent a shift in the relationship between workers and their employer. Automation may not be a nuclear strike against the service industry, wiping out all of its jobs. Instead, it may quietly reduce the time, pay, and visibility employees are given as they complete their increasingly vulnerable jobs.

"The Quiet Ways Automation Is Remaking Service Work" by Sidney Fussell, from *The Atlantic* website (January 11, 2019). Copyright © 2019 by The Atlantic Monthly Group LLC. Reprinted by permission of The Atlantic Monthly Group LLC.

Read the articles about how automation is impacting the human workforce. Then answer the questions that follow.

This article explores how robots are used in a grocery warehouse and how this may affect human workers in the future.

Welcome to the Automated Warehouse of the Future

How British supermarket Ocado is using robots
to make online grocery shopping faster

by James Vincent

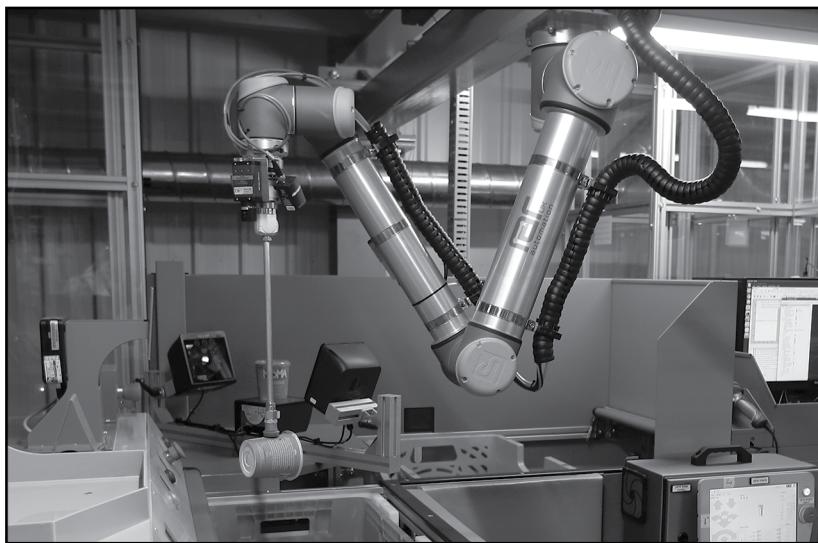
- 1 They call it “the hive,” or “the grid.” Or sometimes just: “the machine.” It’s a huge structure that fills a warehouse on the outskirts of Andover, a small and quiet town in southeast England. It’s impossible to take in at a single glance, but standing on a maintenance walkway near the building’s rafters, you look over what seems to be a huge chessboard, populated entirely by robots. There are more than a thousand of them, each the size and shape of a washing machine, and they wheel about, night and day, moving groceries. Their job is to be cheaper and more efficient than humans, and they are very good at it.
- 2 The hive-grid-machine is the creation of Ocado, a British online-only supermarket that’s made a name for itself in recent years designing highly automated warehouses and selling the tech to other grocery chains. When fully up and running, Ocado’s Andover operation will be its most advanced yet, processing 3.5 million items or around 65,000 orders every week. It’s also a perfect example of the wave of automation slowly hitting countries around the world. The tasks being undertaken by Ocado’s bots are so basic they’re best described by simple verbs—“lifting,” “moving,” “sorting”—and that means they exist in various forms in a range of industries. And when the price is right, someone will want a machine to do those jobs, too.
- 3 Although robots are the main attraction at Andover, there are still plenty of humans knocking about. One of those is Ocado’s chief technology officer, Paul Clarke, who joined the company more than a decade ago and has been tasked with developing its automated operations.
- 4 He explains that Ocado’s goal is to “disrupt itself;” to continually upgrade its technology so it can’t be overtaken by competitors. In the company’s older, now-outdated warehouses (which Clarke claims are still some of the most advanced in the world) groceries are processed in a roughly linear fashion. Deliveries are unpacked into crates; crates are placed

onto conveyors; and conveyors carry the crates to shelves, where human “pickers” take what they need to fill customers’ orders. The new paradigm, though, is all about using space as efficiently as possible. Items are still placed in crates, but those crates are now stored in huge stacks, up to 17 boxes high. Their position in this stack seems to be at random—a box of razors next to cod fillets, for example—but it’s algorithmically decided; with frequently accessed items placed on the top and rarer purchases near the bottom. On top of this hoard, the robots do their work.

- 5 Each of the bots has a central cavity and a set of claws it uses to grab crates and pull them up into its interior, like an alien abduction in a supermarket aisle. It can then move the crate to a new location or drop it down a vertical chute to a picking station. At these stations, human employees grab the items they need from the crate (a screen in front of them tells them what to take) and place them in a shopping bag in *another* crate. Both these crates are then sent back into the grid, to be refilled with shopping items or moved on to the delivery bay.
- 6 Imagine a huge machine, with groceries going in one end and shopping orders coming out the other. Humans do the unpacking and packing, while in the middle, robots sort and rearrange this vast inventory 24 hours a day.
- 7 Individually, the bots aren’t intelligent; they don’t make decisions for themselves. But their actions are all coordinated by a central computer. Clarke explains that this system means the robots can be used as efficiently as possible. For example, by teaming up to quickly dig down through the stack and retrieve uncommon items. “If you want to pick a typical, 50-item Ocado order, they will help each other,” he says. A group of robots can come together in a huddle, split up, “and pick that order in a matter of minutes.” In a traditional warehouse where items are scattered around on distant shelves, this process can take hours.
- 8 As well as the boost to speed, the hive-grid-machine has the advantages of being scalable and modular. If customers want to increase the size of their operation they just add more crates and robots. And if any individual robot breaks down, it doesn’t matter, because any of the other bots can do its job; they’re all interchangeable. This means Ocado has just one robot to “design, evolve, manufacture, and support,” adds Clarke. “And that leads to economies of scale, because we’ve reduced all that mechanistic diversity down to one common component.”
- 9 This sales pitch obviously has something to it, as over the last year, Ocado has made deals with supermarket chains in France, Canada, and Sweden to upgrade their warehouses. Such deals should make

it easier for these firms to offer online grocery shopping (the UK is a relatively early adopter of this trend) and will help stave off fears of technologically savvy rivals muscling in on their territory. See, for example, Amazon buying Whole Foods.

- 10 But while the focus here is on technological advances, on more and more automation, we shouldn't forget that in the middle of these machines—metaphorically and literally, in the case of the Andover warehouse—there are humans.



Ocado's experimental industrial robot arm, designed to take over the work currently done by human "pickers."

- 11 You may have seen some pretty impressive headlines about artificial intelligence (AI) trouncing humans at this or that task, but it's worth remembering that nothing stumps a robot quite like a bag of oranges. They just can't deal with it. The bag moves in too many weird ways, there are no obvious bits to grab hold of, and if you squeeze too hard you end up with orange juice instead. That's why Ocado still employs plenty of humans.
- 12 They work in a number of key positions in the warehouse which are also, if you know what to look for, technological bottlenecks. Robots can't yet unpack the wide variety of bulk deliveries that arrive in Andover every day; nor can they speedily move pallets around a busy warehouse on forklifts. And although they can't yet handle bags of oranges (or any other delicate, or irregularly shaped items), Ocado is working on a solution.

- 13 Placed—somewhat insensitively some might say—next to the picking stations crewed by humans, is an experimental booth where a robot arm is learning to do what comes naturally to its fleshy colleagues. Namely, picking items out of crates and putting them in shopping bags. The arm is equipped with a suction cup, which is great for grabbing hold of objects with stiff, flat surfaces, like cans and cartons, but still can't deal with more delicate items. For that, Ocado is developing a soft robotic hand that uses rubber fingers filled with pressurized air. Watching it grasp a lime is an unsettling experience, with its synthetic fingers curling around the fruit like pythons.
- 14 Neither the suction cup nor the rubber hand are ready for prime time just yet, but Ocado says robots like this should be integrated into its warehouses in the coming years. And it isn't the only company working on the problem. Amazon organizes an annual “picking challenge” where teams vie to create the fastest robot pickers. (They're competing for prize money and prestige, but some are also hoping Amazon will pick them as an acquisition.) Well-funded startups are also building their own solutions. One named Embodied Intelligence uses AI to create robots that learn by watching humans. Another, Kindred, uses traditional robot arms, but has human engineers that can operate them remotely using virtual reality when they get stuck.
- 15 It may seem like a lot of effort to solve a relatively trivial task, but the better robots get at mimicking humans' capacity to manipulate delicate objects, the more use they are to pretty much any other manufacturing process you can think of. A recent study found the field of logistics has been an early adopter of robots and AI, mainly because the tasks involved are relatively routine and therefore easy to automate. But experts say the technology being incubated here will be adopted by other sectors.
- 16 “[Picking] is an issue that people are trying to solve for lots and lots of different use cases,” Euan Cameron, an analyst at PWC, tells *The Verge*. “And these solutions will be picked up and transferred to other industries.”
- 17 Estimates for how many jobs might be lost to robots and AI vary, but a recent study by the OECD* suggested that around 14 percent of occupations in developed countries (like the US, Canada, and Japan) are at high risk. And a big chunk of these are in logistics and related fields like warehousing, distribution, and fulfillment. A report by PWC found that in the UK alone, just under 1 million logistics workers are at risk of having their jobs automated in the next 15 years.

*OECD—Organisation for Economic Co-operation and Development

18 When I ask Clarke if the end-goal for the company's factories is to have no human workers at all, he offers a balanced answer: "In theory. But that's not something we're going to get to in the foreseeable future." He points out that even in industries that have invested heavily in automation, such as car manufacturing, there are still lots of humans involved. "And for us, it's just the same journey we've been on since day one: to look for the next thing to automate, whether that's putting plastic bags in crates, or moving goods around our sheds. We start with the obvious thing and move on to automate the next thing and the next thing. You never get to the end."

"Welcome to the Automated Warehouse of the Future" by James Vincent, from *The Verge* website (May 8, 2018). Copyright © 2018 by Vox Media Inc. Reprinted by permission of Vox Media, Inc. Photograph copyright © Peter Nicholls/Reuters/Adobe Stock.

23 Based on paragraph 11 of “The Quiet Ways Automation Is Remaking Service Work,” which statement **best** explains the author’s worry that automation “masks time”?

- Ⓐ Employees usually try harder when their work is appreciated.
- Ⓑ It is easier to undervalue the work a person does when it is not clearly visible.
- Ⓒ It is easy for consumers to feel overwhelmed by the variety of conveniences available.
- Ⓓ Customers are more likely to purchase something if they appreciate how it was made.

24 Read paragraph 10 of “Welcome to the Automated Warehouse of the Future” in the box.

But while the focus here is on technological advances, on more and more automation, we shouldn’t forget that in the middle of these machines—metaphorically and literally, in the case of the Andover warehouse—there are humans.

Based on the article, how does the paragraph **best** support a main idea of the article?

- Ⓐ It introduces the idea that human workers are confused about the machines that are taking their jobs.
- Ⓑ It develops the idea that human workers will ultimately decide how effectively they work with the machines.
- Ⓒ It emphasizes the idea that there are humans who feel excited about working in the same industries as machines.
- Ⓓ It reinforces the idea that there are humans who work to create and improve the machines as well as work alongside them.

25 Which claim is **best** developed by paragraph 11 of “Welcome to the Automated Warehouse of the Future”?

- (A) There are inconsistencies in how human workers interact with automation.
- (B) There are contradictory viewpoints about how automation will affect human employees.
- (C) Despite the recent trends in innovation, automation design will never surpass human capabilities.
- (D) While advancements in automation have been made, there are many tasks that still require human intervention.

26 Which detail from “Welcome to the Automated Warehouse of the Future” **best** explains why companies use automation?

- (A) “[The robots’] job is to be cheaper and more efficient than humans, and they are very good at it.” (paragraph 1)
- (B) “But [the robots’] actions are all coordinated by a central computer.” (paragraph 7)
- (C) “And although they can’t yet handle bags of oranges (or any other delicate, or irregularly shaped items), Ocado is working on a solution.” (paragraph 12)
- (D) “But experts say the technology being incubated here will be adopted by other sectors.” (paragraph 15)

27 Read the sentences from the articles in the box.

- More hotels are offering automated check-in via app or even—in China—via facial recognition. (paragraph 2 of “The Quiet Ways Automation Is Remaking Service Work”)
- The tasks being undertaken by Ocado’s bots are so basic they’re best described by simple verbs—“lifting,” “moving,” “sorting”—and that means they exist in various forms in a range of industries. (paragraph 2 of “Welcome to the Automated Warehouse of the Future”)

What is the **most likely** purpose of the dashes in the sentences?

- (A) to set off specific examples
- (B) to offer historical information
- (C) to introduce new perspectives
- (D) to emphasize academic language

28 Read the sentence from paragraph 7 of “The Quiet Ways Automation Is Remaking Service Work” in the box.

Rather than fully replacing human workers with *The Jetsons*-style robots, the service industry is more likely to adopt a system of partial automation.

Which detail from “Welcome to the Automated Warehouse of the Future” **best** illustrates “partial automation” in the warehouse industry?

- (A) “Humans do the unpacking and packing, while in the middle, robots sort and rearrange this vast inventory 24 hours a day.” (paragraph 6)
- (B) “And if any individual robot breaks down, it doesn’t matter, because any of the other bots can do its job; they’re all interchangeable.” (paragraph 8)
- (C) “For that, Ocado is developing a soft robotic hand that uses rubber fingers filled with pressurized air.” (paragraph 13)
- (D) “One named Embodied Intelligence uses AI to create robots that learn by watching humans.” (paragraph 14)

29 Part A

What is the central argument in “The Quiet Ways Automation Is Remaking Service Work”?

- Ⓐ Automation in the service industry has been accelerated due to customer demands.
- Ⓑ Employees in the service industry are concerned about losing their jobs to automation.
- Ⓒ Automation in the service industry has been complicated by obstacles to technological efficiency.
- Ⓓ Employees in the service industry are optimistic about the ways automation can aid with specific tasks.

Part B

Which detail from “Welcome to the Automated Warehouse of the Future” provides the **best counterargument** to the answer to Part A?

- Ⓐ “In a traditional warehouse where items are scattered around on distant shelves, this process can take hours.” (paragraph 7)
- Ⓑ “As well as the boost to speed, the hive-grid-machine has the advantages of being scalable and modular.” (paragraph 8)
- Ⓒ “Well-funded startups are also building their own solutions.” (paragraph 14)
- Ⓓ “He points out that even in industries that have invested heavily in automation, such as car manufacturing, there are still lots of humans involved.” (paragraph 18)

30 In “Welcome to the Automated Warehouse of the Future,” the author claims that there is a “wave of automation slowly hitting countries around the world.” Select one detail from **each** article that provides evidence for the author’s claim.

Which detail from paragraphs 1–3 of “The Quiet Ways Automation Is Remaking Service Work” provides evidence for the author’s claim?

- Ⓐ “. . . demands such as wage increases and better hours are usually the objective.” (paragraph 1)
- Ⓑ “Marriott employees are right to worry.” (paragraph 2)
- Ⓒ “. . . robots that take over bartending and salad-making duties on cruise ships and in airports, and that deliver food to hotel guests’ rooms.” (paragraph 2)
- Ⓓ “The Marriott workers’ priorities included updated language for health care and buyout packages.” (paragraph 3)

Which detail from paragraphs 16–18 of “Welcome to the Automated Warehouse of the Future” provides evidence for the author’s claim?

- Ⓐ “[Picking] is an issue that people are trying to solve for lots and lots of different use cases. . . .” (paragraph 16)
- Ⓑ “A report by PWC found that in the UK alone, just under 1 million logistics workers are at risk of having their jobs automated in the next 15 years.” (paragraph 17)
- Ⓒ “. . . that’s not something we’re going to get to in the foreseeable future.” (paragraph 18)
- Ⓓ “. . . it’s just the same journey we’ve been on since day one. . . .” (paragraph 18)



