

## **INTERNATIONAL STUDENTS: Pre-Application**

*READING SELF-TEST: Do you have enough English to meet the minimum requirements for Academic ESL Level I, the lowest level? Read the short story about Tim and answer the questions. You will find the answers on the next page.*

Tim works for a company in Sacramento, California. He's a customer service representative. He gets up at six o'clock each workday. He drives to work and begins his job at eight o'clock. He speaks to people on the telephone to help them with their banking problems. People telephone the bank to ask questions about their accounts. He doesn't give information about accounts until people answer a few questions. Tim asks callers their birth date and their address. If a person gives incorrect information, Tim asks the customer to call back with the correct information. Tim is polite and friendly with everyone. He has lunch in a park next to his office. He leaves work at five o'clock in the evening. After work, he goes to the gym to work out. Then, he has dinner at seven o'clock. Tim likes watching TV after dinner. He goes to bed at eleven o'clock at night.

1. What is Tim's job?
2. What does Tim do at work?
3. Does Tim call the customer to get correct information?
4. How many hours a day does Tim work?
5. What does Tim do before dinner?

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### *READING SELF-TEST: ANSWERS*

1. Tim is a customer service representative.
2. He speaks to people on the telephone about their banking problems.
3. No, the customer calls Tim back with correct information.
4. Tim works 9 hours a day, from 8 am to 5 pm.
5. Tim goes to the gym to work out before dinner.