

Choose the answer that best completes the sentence or answers the question.

1. A good-luck charm might be called a(n):
 - (A) presentiment
 - (B) talisman
 - (C) quandary
 - (D) epitome
2. Which of the following might be another word for *profanation*?
 - (A) deference
 - (B) largesse
 - (C) lamentation
 - (D) sacrilege
3. Which of the following words would you use to refer to a situation resembling a whirlpool in violence and destruction?
 - (A) encomium
 - (B) panacea
 - (C) maelstrom
 - (D) vanguard
4. To move in waves or a wavelike motion is to:
 - (A) undulate
 - (B) arrogate
 - (C) emulate
 - (D) temporize

Everyone has had, at one time or another, problems with a product he or she has bought or a monthly service that he or she receives. When the time comes to speak with a customer service representative about that problem, experts have several suggestions that can help. The main point to remember is that the most effective approach is to be factual and goal-oriented. In other words, no matter how annoying or frustrating the problem has been, the caller should avoid negative emotions. Instead of *accosting* the person who answers the phone with an avalanche of *animadversions*, the caller should behave with courtesy and *propriety*. While it is not necessary to be apologetic or *suppliant*, it is not in one's interest to be either clearly annoyed or *histrionic*. On the contrary, problems that are presented calmly and matter-of-factly are the ones that are likely to be addressed promptly rather than automatically disputed or *summarily* dismissed.

5. In line 5, *accosting* means:
 - (A) paying
 - (B) avoiding
 - (C) confronting
 - (D) flattering
6. Which of the following words could not be used to replace *animadversions* (line 6)?
 - (A) praise
 - (B) reproof
 - (C) criticism
 - (D) disapproval
7. When you behave with *propriety* (line 6), you act in a way that is:
 - (A) outrageous
 - (B) unseemly
 - (C) bewildering
 - (D) correct
8. Someone who is being *suppliant* (line 7) would come across as:
 - (A) humble
 - (B) arrogant
 - (C) artistic
 - (D) curious
9. In line 8, *histrionic* means:
 - (A) sensitive
 - (B) melodramatic
 - (C) subdued
 - (D) accurate
10. If a problem is *summarily* (line 9) dismissed, it is dealt with:
 - (A) peremptorily
 - (B) eventually
 - (C) gradually
 - (D) informally