### Assignment 9

<table>
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<th>Question</th>
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</table>
| 1. What does the word "average" imply in the context of
| a. usual or typical | b. extreme or unusual | c. middle or central value | d. highest or lowest value |
| 2. Which of the following statements about the document is true?
| a. It is a procedural guide for employees. | b. It is a customer service policy. | c. It is a legal notice. | d. It is a marketing brochure. |
| 3. What is the purpose of the meeting?
| a. To discuss the company's financial status. | b. To review the annual report. | c. To address a specific issue. | d. To celebrate the company's achievements. |
| 4. Identify the main idea of the passage.
| a. The importance of teamwork in achieving goals. | b. The challenges faced by the company. | c. The success of recent projects. | d. The need for new employees. |
| 5. What can you infer from the document?
| a. The company is growing rapidly. | b. The company is facing financial difficulties. | c. The company is planning a merger. | d. The company is reducing its workforce. |

### Additional Questions

1. What are the potential consequences of a company facing financial difficulties?
   - a. Decrease in employee morale.
   - b. Reduction in customer service levels.
   - c. Increased costs of operations.
   - d. Difficulty in attracting new clients.

2. How can teamwork help in achieving organizational goals?
   - a. By distributing responsibilities evenly.
   - b. By fostering a sense of collaboration.
   - c. By ensuring that everyone understands their role.
   - d. By avoiding conflicts among team members.

3. What is the role of a customer service representative?
   - a. To provide technical support.
   - b. To handle complaints and resolve issues.
   - c. To sell products or services.
   - d. To collect data for market research.

4. What are the key benefits of a successful project?
   - a. Increased productivity.
   - b. Improved employee satisfaction.
   - c. Positive impact on the company's image.
   - d. Enhanced customer loyalty.

5. What is the significance of a company's annual report?
   - a. Provides financial data and performance metrics.
   - b. Offers insights into the company's strategies.
   - c. Highlights the company's achievements.
   - d. Includes the company's long-term goals.