
JAMB CLOZE TEST

How to Handle Cloze Test with Ease



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How to Handle JAMB Cloze Passage Test

Questions based on Cloze test often feature in various competitive examinations like JAMB. Cloze passage seeks to test candidates' knowledge on registers of different disciplines.

A cloze test (also cloze deletion test or occlusion test) is an exercise, test, or assessment consisting of a portion of language with certain items, words, or signs removed (cloze text), where the participant is asked to replace the missing language item. Cloze tests require students to understand context and vocabulary to identify the correct words that belong in the deleted passages of a text.

EXAMPLE: A language teacher may give the following passage to students:

"Today, I went to the _____ and bought some bread and peanut butter [**A. market** **B. grocery** **C. Motel** **D. Hospital**].

You can guess what the answer is, right? The correct option is: **B. Grocery**. In the context provided, the speaker is mentioning a place where one typically *purchases food items like bread and peanut butter*. Among the options given, "**grocery**" is the most appropriate choice, as it refers to a store that sells food and other household items. The other options (market, motel, hospital) do not fit the context of buying food items.

In this article, there are 6 sample passages and their answers attached to them at the end of each. After these sample passages, there are 5 JAMB past questions on cloze test and their answers with detailed explanation. With a few tricks and tips that will be shown at the beginning of this book, you will be able to gain accuracy in such questions.

What is a Cloze Test?

A cloze test is an exercise where a passage is provided with certain words missing from it. Actually, it is a combination of **fill in the blanks** and **reading comprehension**. It is important to understand the flow and context of a passage.

Ways to Handle Cloze Test

- **Read thoroughly:** Read the passage thoroughly to get an idea of the passage. Read slowly and gain an understanding of the text. Once the theme of the paragraph is clear, it becomes easy to fill in the blanks.
- **Link the sentences together:** Always remember, it is a passage, so the sentences are linked to one another. Never make a mistake of treating every sentence an individual one.
- **Type of word to fill in:** Look at the blanks carefully and try to assess which kind of word to put in the blank. Words can be based on grammar, prepositions, tenses, vocabulary etc.
- **Tone:** Passage may contain some specific tone like narrative, critical, sarcastic, humorous etc. So, always make a right choice of a word.
- **Negate options:** Sometimes, words are too close, eliminating wrong choices can help.
- **Key words:** Pay close attention to key words/ clues in the sentences before and after the given blank.

Sample Cloze Tests

Sample Passage 1:

Much has happened in the intervening years. It has become harder, __1__, to discern the true meaning of human cloning. We have in some sense been softened up to the idea-through movies, cartoons, jokes, and intermittent commentary in the mass media, some serious, most light hearted. We have become__2__ donation, and surrogate pregnancy. Animal biotechnology has __3__ transgenic animals and a __4__ science of genetic engineering, easily transferable to humans. Even more important, changes in the broader culture now make it __5__ to express a common and respectful understanding of sexuality, procreation, nascent life, family, and the meaning of motherhood, fatherhood, and the links between the generations.

1.

- A. Not easy
- B. Not easier
- C. Too

- D. Not softer
- E. Awry

2.

- A. Mindful of
- B. Aware of
- C. Careful of
- D. Accustomed to
- E. Kept on

3.

- A. Grown
- B. Given
- C. Yielded
- D. Yielded to
- E. Flow

4.

- A. Strange
- B. New
- C. Marching
- D. Burgeoning
- E. Becoming

5.

- A. Manageable
- B. Much easier
- C. Surprisingly

- D. Vastly more difficult
- E. Attract

Solution: 1. B 2. D 3. C 4. D 5. B

The paragraph talks about human cloning and the author is optimistic about the growing age as it has learnt a lot of things through media. So, there is a soft linkage between the generations which is overwhelming. Now, looking at first blank, it says “harder, not easier”, we need to choose something opposite to harder. In second blank, out of the given options, “accustomed to donation” fits in well. In third blank, ‘yielded’ is a better option than others. In fourth blank, “burgeoning means expanding” which suits well and in the last blank, ‘much easier’ fits in well as the paragraph ends in a positive tone.

Sample Passage 2

But it’s getting __1__ to stand out through the product innovation alone- and the advantages, when they occur, are becoming more ephemeral- so we come to the second differentiation tactic: sharpening organizational focus on customers. This approach can help a company __2__ itself in a number of ways, from creating new products or services for specific customer segments to personalized service. A __3__ in emphasis from products to customers can be challenging, as it might entail __4__ changes in company structure, processes and ultimately culture. Nonetheless, even industries that have relied primarily on product innovation are __5__ the importance of gearing their organizational processes more directly to the needs of end customers.

- 1.
- A. Nowhere
 - B. Difficult
 - C. Manageable
 - D. Tougher
 - E. Stronger

2.

- A. Help
- B. See
- C. Re-invent
- D. Distinguish
- E. Glory

3.

- A. Shift
- B. Progress
- C. Rise
- D. Formulation
- E. Call

4.

- A. Many
- B. Fundamental
- C. Slow
- D. Small
- E. Format

5.

- A. Showing
- B. Discovering
- C. Trumpeting
- D. Getting
- E. Glimpse

Solution: 1. D 2. D 3. A 4. B 5. B

The paragraph talks about the product in which the advantages are unable to attract customers, so the company wants a shift in focus to customers again. In the first blank, the choice is in between difficult or tougher. We can see that in the continuation of line, it is saying "more ephemeral" which means comparative degree is being used; hence, tougher should be there. In the second blank, 'distinguish' suits well. In the third blank, there is a shift being talked about from focusing customers than products. In the fourth blank, 'fundamental' fits in well and in the last blank, 'discovering' is a better option than others

Sample Passage 3

The warning against carbon emissions, which is (1) the Earth, just got more urgent. The UN Human Development Report said on Tuesday that (2) the global community agreed to (3) emissions by half by 2050, the world would face huge economic setbacks and also ecological (4). "We are on the (5) of seeing human (6) for the first time in 30 years," Kevin Watkins, the author of the report was (7) as saying. The report said the poor nations would be hit the / as they are the least / to face nature's / manifest in devastating storms and droughts.

1.

- A. if
- B. Notwithstanding
- C. Because
- D. without
- E. unless

2.

- A. cut
- B. aggravate
- C. enhance
- D. diminish
- E. eradicate

3.

- A. step
- B. verge
- C. top

- D. extreme
- E. enshrinement

4.

- A. quoted
- B. observed
- C. found
- D. interrogated
- E. defined

5.

- A. best
- B. largest
- C. hardest
- D. least
- E. strongest

6.

- A. worried
- B. engaged
- C. wilful
- D. struggled
- E. equipped

7.

- A. boon
- B. fury
- C. blessing
- D. deadline
- E. encroachment

Answers

1. E. unless: The phrase "unless the global community agreed to" indicates a condition that needs to be met for avoiding the consequences of carbon emissions, making "unless" the appropriate choice.

2. A. cut: The sentence discusses the need to reduce carbon emissions, so "cut" fits well as it means to decrease or reduce.

3. A. step: The phrase "agreed to step emissions" suggests taking action to reduce emissions, making "step" the suitable choice.

4. E. defined: The phrase "also ecological defined" doesn't make sense in the context. "Ecological consequences" is a common phrase, so "defined" doesn't fit logically. Perhaps "consequences" or "impacts" would be more appropriate.

5. C. hardest: The phrase "We are on the hardest of seeing" indicates a significant or challenging situation, making "hardest" the correct choice.

6. D. struggled: The phrase "We are on the verge of seeing human struggled for the first time" suggests that humanity is facing challenges or difficulties, making "struggled" the appropriate choice.

7. B. fury: The phrase "Kevin Watkins, the author of the report was as saying" implies that Watkins is expressing concern or warning about the consequences of carbon emissions, indicating a sense of anger or frustration, fitting the term "fury."

Sample Passage 4

Traditional bank architecture is based on bank branches. These branches ensure the physical (8) of a customer's savings. A customer may go there to deposit and withdraw money, (9) loans and (10) in other financial transactions. In the past two decades the banking architecture has changed-the Automatic Teller Machine (ATM) has been a big (11) and credit and debit card have created new financial spaces. (12) the bank branch has remained the bedrock of the banking system – after all a person needs a bank account in a branch before he can operate a debit or ATM card. This may be about to change as technocrats now (13) cell phones as the new architecture of virtual banks. This has the potential to make branches (14) Cell phone banking looks especially relevant for India since it can penetrate the countryside cheaply and (15). The world over cell phones are spreading at a (/) rate and in India alone new cell phone connections are growing at the rate of six million a month, a rate of customer (/) that no bank can dream of.

8.

- A. knowledge
- B. security
- C. presence
- D. confidentiality
- E. guarantee

9.

- A. pursue
- B. interact
- C. operate
- D. enable
- E. engage

10.

- A. drawback

- B. interact
- C. operate
- D. luxury
- E. innovation

11.

- A. essential
- B. obsolete
- C. extant
- D. retreat
- E. expired

12.

- A. moderately
- B. occasionally
- C. compulsorily
- D. indiscriminately
- E. effectively

13.

- A. phenomenal
- B. gradual
- C. proportionate
- D. competitive
- E. projected

14.

- A. phenomenal
- B. gradual
- C. proportionate
- D. competitive
- E. projected

15.

- A. indigenous
- B. operational
- C. germane
- D. significant
- E. well-thought

Answers

8. B. security: The passage talks about bank branches ensuring the physical security of a customer's savings, implying that the branches provide a safe environment for banking activities.

9. C. operate: The context suggests that a customer may go to a bank branch to operate various financial transactions, such as depositing and withdrawing money, indicating the use of the branch to carry out banking operations.

10. E. innovation: The passage discusses how credit and debit cards have created new financial spaces, indicating that they represent innovations in the banking industry.

11. A. essential: The phrase "the Automatic Teller Machine (ATM) has been a big essential" suggests that ATMs have played a crucial role in changing banking architecture, making them essential to modern banking.

12. E. effectively: The passage mentions that while banking architecture has changed with the introduction of technologies like ATMs and cards, the bank branch remains essential. The word "effectively" fits here as it implies that bank branches still serve their purpose efficiently.

13. E. projected: The passage discusses how technocrats now view cell phones as the new architecture of virtual banks, indicating that this view is projected or anticipated by experts in the field.

14. A. phenomenal: The passage suggests that cell phone banking has the potential to make bank branches phenomenal, meaning extraordinary or remarkable, especially considering their ability to penetrate rural areas effectively.

15. D. significant: The passage discusses the significance of cell phone banking for India, especially in reaching rural areas cheaply and effectively, making it a significant development in the banking industry.

Sample Passage 5

Womanism is a gentler and less (1) form for feminism. It is about women (2) themselves as their own person too, who want their space and place. They want to be productive and do something worthwhile and remunerative. Most importantly, they want their (3) to count, (4) their own time, and look after their own interests. They do not see any glory in self denial. It marks a change in mindset of women rather (5) in behaviour- yet another example of morphing change that is the (6) of Consumer India. It represents a change in the (7) of women towards themselves and their role in their world, and not just a change in how they dress or carry out their household chores. In fact, as one researcher put it, even for the most forward-looking Indian woman, the mental emancipation achieved in the past few years has been far greater than physical emancipation. Which is another reason why this change is not easy to see, but will (8) sustainable behaviour changes over the next few generations? This is the slow but (9) wave of change happening in India. Women are on the (10) inching their way away from being-doormats, away from the socially ordained straitjacket that Hindi movies of yesteryear so glorified.

1.

A. individualistic

- B. rustic
- C. moralistic
- D. superior
- E. opportunistic

2. The driver was blowing the horn.

- A. answering
- B. asserting
- C. opposing
- D. minding
- E. according

3.

- A. answers
- B. positions
- C. opinion
- D. hobbies
- E. interest

4.

- A. price
- B. value
- C. morals
- D. mark
- E. importance

5.

- A. then
- B. even
- C. on
- D. in
- E. than

6.

- A. hallmark
- B. mark
- C. setting
- D. authority
- E. domain

8.

- A. views
- B. scenario
- C. attitude
- D. dynamics
- E. field

9.

- A. improve
- B. see
- C. view
- D. drive
- E. prohibit

10.

- A. definite
- B. higher
- C. increasing
- D. plummet
- E. downfall

11.

- A. raise
- B. move
- C. platform
- D. pedestal
- E. pedestal

Answers

1. A. individualistic: Womanism, as described in the passage, emphasizes women asserting themselves as individuals with their own desires and goals, which aligns with the concept of individualism.

2. D. minding: The phrase "women asserting themselves as their own person" implies that they are concerned with taking care of their own interests and well-being, which corresponds to the meaning of "minding themselves".

3. E. interest: The passage discusses women wanting their "interests" to count, which suggests their desire for their own concerns and passions to be recognized and valued.

4. B. value: Women want their own time to be valuable and meaningful, indicating that they seek recognition for the importance and worth of their activities and pursuits.

5. B. even: The phrase "rather even in behaviour" suggests that the change in mindset among women is significant and substantial, comparable to, or perhaps even greater than, changes in behaviour.

6. A. hallmark: The phrase "yet another example of morphing change that is the hallmark of Consumer India" implies that the changing mindset of women is a defining characteristic or feature of contemporary Indian society.

8. D. dynamics: The sentence discusses the sustainability of behaviour changes over generations, which implies a consideration of the underlying forces and processes driving these changes, fitting the concept of dynamics.

9. A. improve: The phrase "the slow but improving wave of change happening in India" suggests that the change is gradual but moving towards a positive direction, indicating improvement.

10. C. increasing: The phrase "Women are on the increasing inching their way" implies that women are gradually and steadily moving away from traditional roles, indicating a process of growth or increase.

11. A. raise: The phrase "away from being-doormats" suggests that women are moving away from being passive or submissive, indicating a shift towards a more assertive or empowered position. So, "raise" fits the context.

Sample Passage 6

All writers are narcissistic, egoistic or we can say in a very real sense, the writer writes in order to teach himself, to understand himself, to satisfy himself and at the very11..... of their motives there lies an element of mystery. Writing a book is taxing and an exhausting struggle, like a long12..... of some painful illness. One would never undertake such a thing if one was not13..... by some demon whom one can neither14..... nor understand. For all one knows that demon is simply the same.....15..... that makes a baby squall for attention.

11. All trust an honest person.

- A. mention
- B. bottom
- C. place
- D. consideration
- E. top

12. In winter people do not take a bath.

- A. bout
- B. feeling
- C. source
- D. Condition
- E. origin

13.

- A. driving but
- B. drive for
- C. driven on
- D. driven at

E. driven at

14.

- A. help
- B. resist
- C. like
- D. tolerate
- E. allow

15.

- A. loss
- B. sense
- C. desire
- D. Innate
- E. Aspirations

Answers

11. E. top: The phrase "at the very top of their motives" suggests that the writer's primary motives are located at the highest level or priority, making "top" the appropriate choice.

12. A. bout: The phrase "like a long bout of some painful illness" compares the struggle of writing a book to enduring a prolonged period of illness or hardship, making "bout" the suitable choice.

13. B. drive for: The phrase "one would never undertake such a thing if one was not driven by some demon" indicates that the writer is motivated or compelled by a strong desire or force, making "drive for" the appropriate choice.

14. B. resist: The phrase "whom one can neither resist nor understand" suggests that the writer cannot resist or overcome the influence of the inner demon driving them to write, making "resist" the correct choice.

15. C. impulse: The phrase "For all one knows that demon is simply the same impulse that makes a baby squall for attention" implies that the inner demon driving the writer to write is similar to the impulse that causes a baby to cry for attention, making "impulse" the suitable choice.

JAMB Cloze Test Past Questions

Passage 1 (2023)

The passage below has gaps numbered 11 to 20. Immediately following each gap, four options are provided. Choose the most appropriate option for each gap.

Capitalism is an economic system which is founded on the principle of free enterprise and the private ownership of the means of production and distribution. The - 11 – [A. protagonists B. antagonists C. determiners D. attorneys] of capitalism claim that its essential characteristic is economic - 12- [A. exploitation B. manipulation C. manoeuvring D. freedom]. The producer is free to produce whatever goods he – 13 - [A. sells B. buys C. fancies D. manufactures]. but the - 14 – [A. customer B. consumer C. controller D. marketer] is equally free to buy what he wants. There is a market mechanism under this system, which brings the producer and consumer together and tends to equate the supplies of the one to the demands of the other, and -15 – [A. neutralize B. harmonize C. settle D. decide] the whims and caprice of both. It is this same - 16 – [A. market B. controlling C. operational D. production] mechanism which determines what prices the consumers pay to the producers, as what share of the total - 17- [A. dividends B. interest C. output D. profit], in cash or kind, goes to each of the four recognized -18 – [A. managers B. agents C. methods D. factors] of production – land, labour capital and organization. It is further claimed for this system that every person is capable of watching his or her own interest, and that whatever injustice is done by the - 19 – [A. pricing B. operations C. managers D. buyers and sellers] of the market mechanism, this mechanism tends to bring about a state of - 20 – [A. conflict B. equidistance C. equilibrium D. opprobrium] between the producers and the consumers.

Answers

11 - A. protagonists: The term "protagonists" refers to the main advocates or supporters of capitalism. They are the ones who argue in favour of its principles and benefits.

12 - D. freedom: Capitalism is often associated with the idea of economic freedom, where individuals have the liberty to engage in economic activities without much interference from the government or external entities.

13 - C. fancies: In capitalism, producers have the freedom to manufacture or produce goods based on their own choices and preferences (fancies). This reflects the principle of private ownership and entrepreneurship.

14 - B. consumer: The consumer is the individual who purchases goods or services in the market. In capitalism, consumers have the freedom to choose what they want to buy based on their preferences and needs.

15 - B. harmonize: The market mechanism in capitalism is aimed at harmonizing the supply of goods with the demand from consumers. Through the interaction of supply and demand, prices are determined and resources are allocated efficiently.

16 - A. market: The market mechanism refers to the forces of supply and demand that operate in the market to determine prices, allocate resources, and facilitate trade. It is a fundamental aspect of capitalist economies.

17 - C. output: The total output of goods and services produced in an economy is distributed among the factors of production, which include land, labour, capital, and organization. Each factor receives a share of the output as a form of payment.

18 - D. factors: The factors of production are the resources used in the production process, including land, labour, capital, and organization. In capitalism, these factors are owned privately and contribute to the generation of wealth.

19 - D. buyers and sellers: The market mechanism involves interactions between buyers and sellers, where prices are determined based on the forces of supply and demand. In some cases, the actions of buyers and sellers may lead to injustices, but the market mechanism is believed to eventually correct such imbalances.

20 - C. equilibrium: Capitalism aims to achieve a state of equilibrium in the market where the interests of producers and consumers are balanced. Through the mechanism of supply and demand, prices adjust to reach equilibrium levels where quantity supplied equals quantity demanded, leading to efficient resource allocation.

Passage 2 (2001)

The passage below has gaps numbered 6 to 15. Immediately following each gap are provided. Choose the most appropriate option for each gap.

Before any detailed analysis begins, the first thing to do with the data is to check through the field record book and questionnaires for any.....6.....[A. records B. events C. odds D. mistakes], inconsistencies and incompleteness. In some cases, it may be possible to correct any discovered shortcomings. When it is possible to carry out these.....7.....[A. plans B. possibilities C. corrections D. expectations].

In most scientific.....8..... [A. experiment B. data C. conclusion D. questionnaires] such revisits are clearly impossible. This is true of many surveys too. A road traffic survey.....9..... [A. conducted B. experimented C. classified D. precoded] to find out the amount and frequency of daily traffic between two towns cannot be expected to be.....10.....[A. reproducible B. undertaken C. observed D.

produced]. There is no way of going back to check whether the number of vehicles reported for any particular hour is correct or not. With open-ended questions the.....11.....[**A. methods B. responses C. errors D. conclusion**] have to be classified into relatively small number of groups. The process of classifying answers and of sometimes identifying them by number and letter is called.....12.....[**A. recording B. recoding C. encoding D. coding**]. When closed-ended questions are used, it is possible to code all the possible answers before they are actually received. This is called.....13.....[**A. precoding B. coding C. encoding D. recoding**]. What is done, a check through the answers for proper classification, numbering and lettering is still called for at this stage. This whole process of checking through questionnaires and notebooks is called.....14.....[**A. editing B. posting C. listing D. auditing**]. Collected data will eventually have to be used in drawing.....15.....[**A. references B. examples C. conclusions D. analogies**] and writing a report about the population from which it came.

Answers

6. D. mistakes: The passage discusses checking through field record books and questionnaires for any inconsistencies and incompleteness, implying the need to identify and correct mistakes in the data.

7. C. corrections: The sentence suggests the need to carry out corrections when shortcomings are discovered in the data, making "corrections" the appropriate choice.

8. B. data: The context discusses revisits being impossible in scientific experiments, implying that revisits are not possible for scientific data, making "data" the suitable choice.

9. A. conducted: The passage talks about a road traffic survey being conducted to gather information, making "conducted" the correct choice to describe the process of carrying out the survey.

10. A. reproducible: The sentence discusses the impossibility of reproducing certain surveys, indicating that such surveys cannot be replicated or reproduced, making "reproducible" the appropriate choice.

11. B. responses: The sentence discusses open-ended questions and the need to classify responses into groups, indicating that the answers provided by respondents are being classified, making "responses" the correct choice.

12. D. coding: The process of classifying answers and identifying them by number and letter is referred to as coding, making "coding" the appropriate choice.

13. A. precoding: The passage discusses coding possible answers before they are received, indicating that this process is called precoding, making "precoding" the correct choice.

14. A. editing: The whole process of checking through questionnaires and notebooks for proper classification, numbering, and lettering is referred to as editing, making "editing" the appropriate choice.

15. C. conclusions: The collected data will eventually be used in drawing conclusions and writing a report, indicating that "conclusions" are drawn from the data, making it the correct choice.

Passage 3 (2015)

The main source of -1- (**A. Production B. Revenue C. development D. capital**) to the government is -2- (**A. planning B. budgeting C. Taxation D. investment**), which can be direct or indirect. while the former is based on one's -3- (**A. income B. profits C. services D. wealth**), the latter is imposed on goods and -4- (**A. re-numeration B. surpluses C. resources D. services**) and it is paid only when these are -5- (**A. supplied B. produced C. distributed D. bought**) other sources include -6- (**A. compensation B. Benefits C. gratitude's D. loyalties**) such as those paid by mining companies, and sales of -7- (**A. charges B. duties C. bills D. licenses**) for dogs, guns, hotels, etc. Another major source is -8- (**A. investment B. banking C. interest D. borrowing**) which is different from the other because it has to be repaid. From these and other sources, government is able to raise -9- (**A. loans B. capitals C. money D. grant**) with which it carries out its -10- (**A. jobs B. necessities C. investments D. functions**), which include administration and the -11- (**A. settlement B. provision C. embarking D. commitment**) of social services. Besides, it is able to control the country's -12- (**A. accounts B. budgets C. prices D. economy**) by imposing taxes sometimes to prevent -13- (**A. deflation B. monopoly C. inflation D. depression**) or by altering pattern of -14- (**A. consumption B. production C. development D. growth**) through the raising of -15- (**A. subsidy B. discount C. commission D. duty**) against certain foreign goods.

Answers

1. B. Revenue: The passage discusses the main source of income for the government, which is referred to as "revenue."

2. C. Taxation: The passage mentions that taxation is the main source of revenue for the government, making "taxation" the appropriate choice.

3. A. income: The passage contrasts direct taxation, which is based on one's income, with indirect taxation, indicating that "income" is the correct choice.

4. D. services: Indirect taxation is imposed on goods and services, as mentioned in the passage.

5. D. bought: The passage discusses indirect taxation being paid when goods and services are bought, making "bought" the suitable choice.
6. A. compensation: The passage mentions other sources of government revenue, such as compensation paid by mining companies, indicating that "compensation" is the appropriate choice.
7. D. licenses: The passage mentions sales of licenses for various items, such as dogs, guns, and hotels, as sources of government revenue, making "licenses" the correct choice.
8. D. borrowing: The passage discusses borrowing as another major source of government revenue, noting that it needs to be repaid, making "borrowing" the suitable choice.
9. C. money: The passage discusses government raising funds from various sources, including borrowing, to carry out its functions, implying that "money" is the appropriate choice.
10. D. functions: The passage mentions that government uses raised funds to carry out its functions, making "functions" the correct choice.
11. B. provision: The passage discusses one of the functions of government being the provision of social services, making "provision" the appropriate choice.
12. D. economy: The passage mentions government's ability to control the country's economy through taxation and other measures, making "economy" the correct choice.
13. C. inflation: The passage mentions government using taxes to prevent inflation, making "inflation" the appropriate choice.
14. A. consumption: The passage discusses altering patterns of consumption through taxation as a means of controlling the economy, making "consumption" the suitable choice.
15. D. duty: The passage discusses raising duties against certain foreign goods as a means of controlling the economy, making "duty" the correct choice.

Passage 4 (2009)

The passage below has gaps numbered 16 to 25. Immediately following each gap, four options are provided. Choose the most appropriate option for each gap. Each question carries 2 marks.

Business executives selling industrial and high price-tag customer goods have come to the.....16.... [A. realization B. conclusion C. level D. point] that there should be a better approach to buyer-seller.....17..... [A. relationship B. existence C. agreement

D. friendship]. In Nigeria, a new brand of salesmanship is emerging. Today, such.....18.... **[A. concepts B. words C. clauses D. definitions]** as consultative selling, relationship marketing and value-added selling have become common catchphrases with professional salespeople. Salespeople are now....19.... **[A. emerging B. reversing C. dangling D. shifting]** from pushy, hard-selling to consultations, playing business advisory and problem-solving roles for their customers. Customers20.... **[A. interest B. awareness C. view D. service]** has assumed a higher dimension. Salespeople and their companies are beginning to realize that the only way to stay in business and possibly be ahead of....21.... **[A. distribution B. competition C. consumption D. production]** is to give adequate attention to the needs of customers. Salespeople and business executives are beginning to understand that customer....22.... **[A. respect B. dignity C. loyalty D. obedience]** is what ensures a robust bottom line. The only way to do this is to give special attention to the needs of customers. First time purchase is the beginning of a relationship. We now have a very.... 23....**[A. tangible B. rowdy C. sensitive D. desirable]** marketplace in which people feel a need for personal intimacy and excellent service. In fact, some customers want to be pampered. They want customized service. They want a salesperson who comes to them with a24.... **[A. prior B. full C. biased D. simple]** knowledge of their needs and has ready-made solution to their problems. The ability to....25.... **[A. analyse B. present C. organize D. discuss]** the needs of the customer and provide adequate information that helps the customer to make informed purchase decisions are attributes that the modern customer respects and appreciates.

Answers

16. A. realization: The context suggests that business executives have come to understand or realize the need for a better approach, making "realization" the appropriate choice.

17. A. relationship: The sentence discusses the need for a better approach to buyer-seller interactions, indicating the importance of fostering a strong "relationship" between buyers and sellers.

18. A. concepts: The passage discusses new approaches to salesmanship, such as consultative selling and relationship marketing, which are referred to as "concepts."

19. D. shifting: The passage contrasts the traditional pushy sales approach with the new approach of consultations and problem-solving roles, indicating a "shift" in the behaviour of salespeople.

20. C. view: The sentence discusses how the perspective or "view" of customers has changed, suggesting that they now have higher expectations.

21. B. competition: The passage discusses staying ahead of rivals or competitors in business, making "competition" the appropriate choice.

22. C. loyalty: The passage emphasizes the importance of customer loyalty for a robust bottom line, making "loyalty" the suitable choice.
23. A. tangible: The sentence discusses the marketplace becoming more tangible, indicating that it is more palpable or perceptible, making "tangible" the correct choice.
24. B. full: The passage discusses customers wanting salespeople with a thorough or "full" knowledge of their needs, making "full" the appropriate choice.
25. B. present: The passage discusses the importance of salespeople providing adequate information to help customers make informed purchase decisions, indicating that they need to "present" this information effectively.

Passage 5 (2000)

The passage below has gaps numbered 16 to 25. Immediately following each gap, four options are provided. Choose the most appropriate option for each gap.

With the most profound respect to the members of the senate, I do not think that it is within the competence of that.....16..... [A. executive B. judicial C. administrative D. legislative] body to pass a motion to.....17..... [A. enforce B. nullify C. modify D. order] the executive action of the president. The senate is.....18..... [A. a wing B. a portion C. an anchor D. an arm] of the National Assembly. But it is not by itself alone the National Assembly. One can imagine the confusion which would be created if the.....19..... [A. House of Representative B. Judiciary C. National Assembly D. Executive council] were to take a view dramatically opposed to that reflected in the senate resolution. The strongest objection to the action of the senate is passing the resolution is the fact that it constituted itself the.....20..... [A. litigant B. defendant C. plaintiff D. attorney] as well as the judge of the constitutionality of the action of the president. The function of the senate is to.....21.... [A. enact B. create C. compose D. annul] laws. But the senate has no authority or.....22.... [A. might B. power C. dynamism D. strength] to control the President in the exercise of his.....23..... [A. official B. authoritative C. judicial D. executive] powers. It cannot by a mere resolution or motion give any direction to the president regarding the exercise of his powers or can it undo what the president has done in the executive of those powers. The only way in which the exercise of the powers of the president can be.....24..... [A. modified B. standardized C. regulated D. ordered] is by.....25..... [A. an act B. a decree C. a motion D. a bill] of the National Assembly.

Answers

16. D. legislative: The sentence discusses the competence of a body to pass a motion, suggesting that the appropriate body is the legislative body, making "legislative" the correct choice.
17. B. nullify: The sentence discusses the motion's impact on executive action, suggesting that the motion could potentially cancel out or "nullify" the action, making "nullify" the appropriate choice.
18. C. an anchor: The sentence describes the senate as a component of the National Assembly, implying that it serves as a stabilizing or foundational element, making "an anchor" the suitable choice.
19. C. National Assembly: The sentence discusses the potential confusion if the House of Representatives were to oppose the senate resolution, suggesting that the resolution reflects the views of the National Assembly, making "National Assembly" the appropriate choice.
20. C. plaintiff: The sentence discusses the senate's role in judging the constitutionality of the president's actions, implying that the senate is effectively acting as the party bringing the case, making "plaintiff" the correct choice.
21. A. enact: The sentence discusses the function of the senate in relation to laws, indicating that it has the authority to make or "enact" laws, making "enact" the appropriate choice.
22. B. power: The sentence discusses the senate's authority in controlling the president, suggesting that it lacks the "power" or authority to do so, making "power" the suitable choice.
23. D. executive: The sentence discusses the president's exercise of powers, indicating that the relevant powers are "executive" powers, making "executive" the correct choice.
24. C. regulated: The sentence discusses how the exercise of presidential powers can be controlled, suggesting that they can be "regulated" or controlled by certain means, making "regulated" the appropriate choice.
25. A. an act: The sentence discusses the means by which the exercise of presidential powers can be modified, indicating that it can be done through legislation or "an act" of the National Assembly, making "an act" the correct choice.