○ 大/学/英/语/考/试/能/力/突/破/系/列/丛/书

# 大学英语考试能力

◎ 康志峰 主编



# 阅读

(四级)

高等教育出版社

# 大学英语考试能力突破 ——阅读(四级)

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#### 内容提要

本书遵照大学英语四级考试的改革方向,详细介绍了英语阅读技巧并提供了丰富的阅读材料(含有全真考阅读材料和模拟考阅读材料),侧重阅读训练。本书以体现较强英语应用能力为宗旨,还编写了大量供考生练习的预测试题,着重体现其实用性、前瞻性以及综合性。本书可作为广大参加大学英语四级考试人员的辅导用书,也可作为阅读教辅使用。

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## 前 言

全国大学英语四、六级考试已有十几年之久,这一考试在我国大学外语界已经深入人心,对大学英语教学产生了巨大影响。目前,为了适应我国进一步改革开放的需要,切实贯彻"十六大"提出的"四新"原则,教育部高教司将启动并实施"大学英语教学改革工程"。其中,对大学英语四、六级考试也将相应进行改革。《大学英语考试能力突破——阅读(四级)》这一颇具改革新思路的考试辅导用书,正是在这样的改革背景下编写而成的。

本书按照大学英语四、六级考试改革的方向,详细介绍了阅读技巧,提供了丰富的阅读材料(含有全真阅读材料和模拟阅读材料),侧重于阅读训练,以体现英语应用能力的培养。本书的特点是:

- 一、前瞻性:在改革的新形势下,预见改革方向:
- 二、实用性:适合高校学生和同等程度自学者使用,突出对考生的能力培养,颇为实用;
- 三、综合性:既有阅读技能讲解,又有真题解析,还配有模拟训练。可谓"理论与实践相结合"。本书分为三大部分:

第一部分:阅读能力突破方法谈(Views on Improving Reading Ability)——从应用语言学的角度,阐述阅读理论,并通过实例讲解阅读技能,阅读理解题目的设计思路以及解答阅读理解题的技巧;

第二部分: 历年阅读真题精析 (Analysis of Original Reading Tests)——精讲历年四级阅读真题, 阐述各个试题所用的各种不同的解题方法和思路;

第三部分:阅读预测试题 (Model Reading Tests)——通过大量的模拟测试,提高学生的阅读理解能力;

第四部分: 阅读预测试题参考答案(Keys to Model Reading Tests)——给出该部分试题参考答案,供读者在模拟训练之后参考。

本书在编写过程中得到了李蕾、陈鸣、**扈育梅、朱屹东、张晓妍、项黎君、孙燕清、张琴、丁越等同志**的大力支持和帮助,在此表示诚挚的谢意。

由于时间仓促,谬误之处在所难免,敬请广大读者批评指正。

康志峰 2003 年 4 月于复旦大学

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## 第一部分 阅读能力突破方法谈

#### Part One Views on Improving Reading Ability

英文与中文有着不同的语言环境,处于不同的文化背景之中,所以组织语篇的逻辑思维也迥然不同。中文语篇(Chinese Discourse)提出论点,发挥主题,重起承转合,表现形式是螺旋式发展;英文语篇(English Discourse)开门见山,主题明晰,摒弃庞杂陈词,易于捕捉篇章信息。纵然英汉组织语篇的逻辑思维不同,但其段落构成颇为相似。通过语篇分析(Discourse Analysis)、话语研究和对列题精析,笔者发现各类英文语篇的设题思路基本相同,涉猎的题目包括细节题、主旨题、推论题、词语辨析题等。

#### 一、细节题

这是阅读理解题中经常出现的类型。这类题主要是针对事实和例证设题,可能涉及概念理解、是非判断和数字计算等等。解答这类试题的办法多用寻读法(scanning),根据题目所问的内容查找相关的细节。

#### 例一:

In the 1960s, medical researchers Thomas Holmes and Richard Rahe developed a checklist of stressful events. They appreciated the tricky point that any major change can be stressful. Negative events like "serious illness of a family member" were high on the list, but so were some positive life-changing events, like marriage. When you take the Holmes-Rahe test you must remember that the score does not reflect how you deal with stress — it only shows how much you have to deal with. And we now know that the way you handle these events dramatically affects your chances of staying healthy.

By the early 1970s, hundreds of similar studies had followed Holmes and Rahe. And millions of Americans who work and live under stress worried over the reports. Somehow, the research got boiled down to a memorable message. Women's magazines ran headlines like "Stress causes illness!" If you want to stay physically and mentally healthy, the articles said, avoid stressful events.

The studies on stress in the early 1970's led to \_\_\_\_\_

- A) widespread concern over its harmful effects
- B) great panic over the mental disorder it could cause
- C) an intensive research into stress-related illnesses
- D) popular avoidance of stressful jobs

【评析】该细节题是根据篇章的第2自然段开头部分来判断的:几百万生活和工作在压力之下的 美国人,对这些报道非常担忧这一事实。可知 A 项为正确答案。

#### 例二:

Foxes and farmers have never got on well. These small dog-like animals have long been accused of

killing farm animals. They are officially classified as harmful and farmers try to keep their numbers down by shooting or poisoning them.

Farmers can also call on the services of their local hunt to control the fox population. Hunting consists of pursuing a fox across the countryside, with a group of specially trained dogs, followed by men and women riding horses. When the dogs eventually catch the fox they kill it or a hunter shoots it. People who take part in hunting think of it as a sport; they wear a special uniform of red coats and white trousers, and follow strict codes of behavior. But owning a horse and hunting regularly is expensive, so most hunters are wealthy.

It is estimated that up to 100,000 people watch or take part in fox hunting. But over the last couple of decades, the number of people opposed to fox hunting, because they think it is brutal (残酷的), has risen sharply. Nowadays it is rare for a hunt to pass off without some kind of confrontation (冲突) between hunters and hunt saboteurs (阻拦者). Sometimes these incidents lead to violence, but mostly saboteurs interfere with the hunt by misleading riders and disturbing the trail of the fox's smell, which the dogs follow.

Rich	people	in	Britain	have	been	hunting	foxes	
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A) to limit the fox population

B) in the interests of the farmers

C) for recreation

D) to show off their wealth

【评析】从第3自然段第1句话可知:参加捕猎的人把它当作一项运动。其中,选项中的关键词 recreation 有"消遣,娱乐;娱乐活动"之意,与 sport 一词意思相近。所以,C 项为正确答案。

#### 二、主旨题

按照命题者的设题思路,主旨题用来测试考生对篇章语义的整体理解。该类型的题目多以以下几种形式出现:

- 1) What's the best title for the passage? / The best title of this passage is .
- 2) What does this passage focus on?
- 3) The passage illustrates
- 4) The main idea/topic/subject of the passage is that .
- 5) The topic of this passage is
- 6) The key point of the passage is that \_\_\_\_\_.
- 7) The article was written to explain .
- 8) What is the subject of this selection?
- 9) Which of the following best states the theme of the passage?
- 10) This passage mainly discusses/talks about

【评析】解答主旨题的方法有二:其一是找主题句(topic sentence),其二是找关键词(key words)。解答该题的方法是略读法(skimming),找到主题句即可解决。主题句往往位于段首或段尾,个别情况也有主题句位于段中或隐藏的,需要通过归纳得出其主题思想。

例一:

The progress of civilization itself can be measured by its range of mathematics. The early Egyptians knew enough of geometry to build the pyramids and the Greeks used trigonometry to measure the circumference of the earth two thousand years before Columbus sailed. European civilization combined geometry and trigonometry with the decimal system of the Arabs to produce the maps with which they explored the known world. In a later century, mathematicians studied the pendulum of the newly invented clock and created the language of calculus to measure motion.

Which of the following best expresses the main idea?

- A) Mathematics can measure the progress of civilization.
- B) Egyptians used geometry to build the pyramids.
- C) The Arabs invented the decimal system.
- D) Mathematicians created the language of calculus to measure motion.

【评析】该篇短文的主题句位于该文的段首。所以,A 项为正确答案。

#### 例二:

It is always more pleasant not to have people in front of you in a museum or at a zoo. You may save some money, too, since these places often set aside one or two free admission days at slow times during the week. Pretend that you are a tourist from time to time, and get to know your city all over again including the indispensable sights that people travel miles to see. If you feel like taking an interesting walk, find a free walking tour, or plan one yourself. You will see your city in a new perspective once you know more about its history or its architectural treasures. With imagination and a spirit of adventure you can quite easily find good entertainment at no cost at all.

What is the main idea of this passage?

- A) Plan ahead for some activities.
- B) With more historical knowledge you will see your city in a new perspective.
- C) You may save money by visiting those places at slow times during the week.
- D) Use imagination and a spirit of adventure and you'll find cheap yet good entertainment.

【评析】该篇的主题句位于尾句,它是总结整个段落的结论句,所以 D 项正确。

#### 三、推 论 题

该题型要求考生在理解全文的基础上,根据文章中所含的条件、线索、制约因素和判断标准等有 关具体的细节内容和信息,遵循正确、恰当的逻辑关系和推理方法,对某一现象或某一观点、结论做出 符合情理的推论,从而得出一个符合原文、属于较深层次意义上的新结论。

推理判断题的常见题型有:								
From the passage it can be inferred that								
The author suggests that								
The author implies that								
The purpose of this passage is that								



It can be concluded from the passage that

#### 例一:

But the challenge is not to be underestimated. Materialism and individualism in American society are the biggest obstacles. "The thought that 'I'm in it for me' has become deeply rooted in the national consciousness," Ms. Elshtain says.

Some of this can be attributed to the disintegration of traditional communities, in which neighbors looked out for one another, she says. With today's greater mobility and with so many couples working, those bonds have been weakened, replaced by a greater emphasis on self.

Which of the following characterizes the traditional communities?

A) Concern for one's neighbors.

B) Emphasis on individual effort.

C) Great mobility.

D) Ever-weakening social bonds.

【评析】该推理题的推理依据为第2段第1句话。考生只要正确理解了 traditional communities 后的 in which... 部分是其非限定性定语从句,便可知 A 项为正确答案。look out for 意为"注意,留神", A 项中的 concern 是其同义替换词。

#### 例二:

The early years of development are critical years for learning about oneself. The sport setting is one where valuable experiences can take place. Young athletes can, for example, learn how to cooperate with others, make friends, and gain other social skills that will be used throughout their lives. Coaches and parents should be aware, at all times, that their feedback to youngsters can greatly affect their children. Youngsters may take their parents' and coaches' criticisms to heart and find a flaw(缺陷) in themselves.

Coaches and parents should also be cautious that youth sport participation does not become work for children. The outcome of the game should not be more important than the process of learning the sport and other life lessons. In today's youth sport setting, young athletes may be worrying more about who will win instead of enjoying themselves and the sport. Following a game, many parents and coaches focus on the outcome and find fault with youngsters' performances. Positive reinforcement should be provided regardless of the outcome. Research indicates that positive reinforcement motivates and has a greater effect on learning than criticism does. Again, criticism can create high levels of stress, which can lead to burnout.

According to the passage parents and coaches should .

- A) pay more attention to letting children enjoy sports
- B) help children to win every game
- C) train children to cope with stress
- D) enable children to understand the positive aspect of sports

【评析】该项推理题中,B项较为容易排除。关键在于对 A、C、D 三项的判断。A 项意为"要注意 让孩子享受运动的乐趣",这有点片面,因为本文的主旨是:家长、教练及年轻人应如何正确对待运动



比赛;要注重运动比赛的过程而并非结果,要认识到年轻人参加运动比赛是为了学习到有价值的经验,因此不该给参加者造成心理压力。C项意为"训练孩子正确处理压力问题"。文章是说压力太大会造成 burnout,因而不该给孩子造成压力,仔细体会可以看出 C项与文章不符。根据篇章的内容,尤其是第2段前两句话,可以推断出 D项正确。

#### 四、归纳题

该题型要求读者根据篇章中所陈述的某些事实或现象归纳出所要求的某一事实或现象。即所设 题目中的事实或现象符合原文中作者所陈述的事实或现象。

#### 例一:

I headed off to college and sure I was going to have an advantage over those students who went to big engineering "factories" where they didn't care if you had values or were flexible. I was going to be a complete engineer; technical genius and sensitive humanist (人文学者) all in one.

Now I'm not so sure. Somewhere along the way my noble ideals crashed into reality, as all noble ideals eventually do. After three years of struggling to balance math, physics and engineering courses with liberal-arts courses, I have learned there are reasons why few engineering students try to reconcile (协调) engineering with liberal-arts courses in college.

In the eyes of the author, a successful engineering student is expected \_\_\_\_\_

- A) to be imaginative with a value system to guide him
- B) to be a technical genius with a wide vision
- C) to have an excellent academic record
- D) to be wise and mature

【评析】该题问:在作者看来,一个成功的工科学生应该如何?根据短文第1自然段最后一句话可归纳出,应是具有广阔视野的技术型天才,所以选B。

#### 例二:

As the New York experience shows, recycling involves more than simply separating valuable materials from the rest of the rubbish. A discard remains a discard until somebody figures out how to give it a second life and until economic arrangements exist to give that second life value. Without adequate markets to absorb materials collected for recycling, throwaways actually depress prices for used materials.

The key problem in dealing with returned plastic beverage containers is \_\_\_\_\_

- A) how to reduce their recycling costs
- B) to sell them at a profitable price
- C) how to turn them into useful things
- D) to lower prices for used materials

【评析】根据该短文的第2句可归纳出,废弃物的回收利用首先在于找到一条再利用的途径(即第二次生命),其次还要有经济效益。由此,可归纳出 C 项为正确答案。



#### 五、词 语 理解题

该类型是阅读理解部分中常见的题型,其设题思路及难点:一是熟词僻义,即单词是大纲中的词汇,但它在文中的真正含义已不再是考生所熟悉的意思;二是生词生义,即词汇显然不在大纲要求的范围内。

虽然所考词汇为生词,然而根据其上下文逻辑关系和语义内容照样能作出正确判断。在所考词汇的语境中该词汇可能:一是指代上句所提到的事物;二是前后出现 and 或 or;三是其后有对该词的解释、说明及定义。

这类试题除单词理解之外,还有短语理解以及单句理解等。

#### 例一:

The researcher then studied the videotapes to analyze the matches in detail. Surprisingly, he found that errors were more likely made when the referees were close to the incident. When the officials got it right, they were, on average, 17 meters away from the action. The average distance in the case of errors was 12 meters. The research shows the optimum (最佳的) distance is about 20 meters.

The word "officials" (Line 2) most probably refers to

- A) the researchers involved in the experiment
- B) the inspectors of the football tournament
- C) the referees of the football tournament
- D) the observers at the site of the experiment

【评析】该题问的是该片段第二行中 officials 指的是什么。从文中可得知,研究者观察的是裁判与裁定事件的距离,由上下文来看,使用 officials 只不过是为了避免用词的重复,其仍指的是 referees, 所以 C 为正确答案。

#### 例二:

The reality that has blocked my path to become the typical successful student is that engineering and the liberal-arts simply don't mix as easily as I assumed in high school. Individually they shape a person in very different ways; together *they* threaten to confuse. The struggle to reconcile the two fields of study is difficult.

The word "they" in "... together they threaten to confuse. "(Line 3) refers to \_\_\_\_\_.

A) practicality and rationality

B) engineering and the liberal-arts

C) reality and noble ideals

D) flexibility and value system

【评析】根据该段第1句话可知 they 指代前文的"engineering and the liberal-arts", B 项为正确答案。

# 第二部分 历年阅读真题精析

#### Part Two Analysis of Original Reading Tests

# 2003 年 1 月大学英语四级考试 阅读试题

#### Reading Comprehension

**Directions:** There are 4 passages in this part. Each passage is followed by some questions or unfinished statements. For each of them there are four choices marked A), B), C) and D). You should decide on the best choice and mark the corresponding letter on the Answer Sheet with a single line through the centre.

#### Passage One

Like many of my generation, I have a weakness for hero worship. At some point, however, we all begin to question our heroes and our need for them. This leads us to ask: What is a hero?

Despite immense differences in cultures, heroes around the world generally share a number of characteristics that instruct and inspire people.

A hero does something worth talking about. A hero has a story of adventure to tell and a community who will listen. But a hero goes beyond mere fame.

Heroes serve powers or principles larger than themselves. Like high-voltage transformers, heroes take the energy of higher powers and step it down so that it can be used by ordinary people.

The hero lives a life worthy of imitation. Those who imitate a genuine hero experience life with new depth, enthusiasm, and meaning. A sure test for would-be heroes is what or whom do they serve? What are they willing to live and die for? If the answer or evidence suggests they serve only their own fame, they may be famous persons but not heroes. Madonna and Michael Jackson are famous, but who would claim that their fans find life more abundant?

Heroes are catalysts (催化剂) for change. They have a vision from the mountaintop. They have the skill and the charm to move the masses. They create new possibilities. Without Gandhi, India might still be part of the British Empire. Without Rosa Parks and Martin Luther King, Jr., we might still have segregated (隔离的) buses, restaurants, and parks. It may be possible for large-scale change to occur without leaders with magnetic personalities, but the pace of change would be slow, the vision uncertain, and the committee meetings endless.

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#### 大学英语考试能力突破——阅读(四级)

- 1. Although heroes may come from different cultures, they A) generally possess certain inspiring characteristics B) probably share some weaknesses of ordinary people C) are often influenced by previous generations D) all unknowingly attract a large number of fans 2. According to the passage, heroes are compared to high-voltage transformers in that ... A) they have a vision from the mountaintop B) they have warm feelings and emotions C) they can serve as concrete examples of noble principles D) they can make people feel stronger and more confident 3. Madonna and Michael Jackson are not considered heroes because A) they are popular only among certain groups of people B) their performances do not improve their fans morally C) their primary concern is their own financial interests D) they are not clear about the principles they should follow 4. Gandhi and Martin Luther King are typical examples of outstanding leaders who A) are good at demonstrating their charming characters B) can move the masses with their forceful speeches C) are capable of meeting all challenges and hardships
- D) can provide an answer to the problems of their people 5. The author concludes that historical changes would

  - A) be delayed without leaders with inspiring personal qualities
  - B) not happen without heroes making the necessary sacrifices
  - C) take place if there were heroes to lead the people
  - D) produce leaders with attractive personalities

#### Passage Two

According to a survey, which was based on the responses of over 188,000 students, today's traditional-age college freshmen are "more materialistic and less altruistic (利他主义的)" than at any time in the 17 years of the poll.

Not surprising in these hard times, the student's major objective "is to be financially well off. Less important than ever is developing a meaningful philosophy of life." It follows then that today the most popular course is not literature or history but accounting.

Interest in teaching, social service and the "altruistic" fields is at a low. On the other hand, enrollment in business programs, engineering and computer science is way up.

That's no surprise either. A friend of mine (a sales representative for a chemical company) was making twice the salary of her college instructors her first year on the job — even before she completed her two-year associate degree.

While it's true that we all need a career, it is equally true that our civilization has accumulated an

incredible amount of knowledge in fields far removed from our own and that we are better for our understanding of these other contributions — be they scientific or artistic. It is equally true that, in studying the diverse wisdom of others, we learn how to think. More important, perhaps, education teaches us to see the connections between things, as well as to see beyond our immediate needs.

Weekly we read of unions who went on strike for higher wages, only to drive their employer out of business. No company; no job. How shortsighted in the long run!

But the most important argument for a broad education is that in studying the accumulated wisdom of the ages, we improve our moral sense. I saw a cartoon recently which shows a group of businessmen looking puzzled as they sit around a conference table; one of them is talking on the *intercom* (对讲机): "Miss Baxter," he says, "could you please send in someone who can distinguish right from wrong?"

From the long-term point of view, that's what education really ought to be about.

C) People engaged in technical jobs lead a more rewarding life.D) Career seekers should not focus on immediate interests only.

1.	According to the author's observation, college students
	A) have never been so materialistic as today
	B) have never been so interested in the arts
	C) have never been so financially well off as today
	D) have never attached so much importance to moral sense
2.	The students' criteria for selecting majors today have much to do with
	A) the influences of their instructors
	B) the financial goals they seek in life
	C) their own interpretations of the courses
	D) their understanding of the contributions of others
3.	By saying "While it's true that be they scientific or artistic" (Lines $1 \sim 3$ , Para. 5), the author
	means that
	A) business management should be included in educational programs
	B) human wisdom has accumulated at an extraordinarily high speed
	C) human intellectual development has reached new heights
	D) the importance of a broad education should not be overlooked
4.	Studying the diverse wisdom of others can
	A) create varying artistic interests
	B) help people see things in their right perspective
	C) help improve connections among people
	D) regulate the behavior of modern people
5.	Which of the following statements is true according to the passage?
	A) Businessmen absorbed in their career are narrow-minded.
	B) Managers often find it hard to tell right from wrong.

### 1

#### Passage Three

New technology links the world as never before. Our planet has shrunk. It's now a "global village" where countries are only seconds away by fax or phone or satellite link. And, of course, our ability to benefit from this high-tech communications equipment is greatly enhanced by foreign language skills.

Deeply involved with this new technology is a breed of modern businesspeople who have a growing respect for the economic value of doing business abroad. In modern markets, success overseas often helps support domestic business efforts.

Overseas assignments are becoming increasingly important to advancement within executive ranks. The executive stationed in another country no longer need fear being "out of sight and out of mind." He or she can be sure that the overseas effort is central to the company's plan for success, and that promotions often follow or accompany an assignment abroad. If an employee can succeed in a difficult assignment overseas, superiors will have greater confidence in his or her ability to cope back in the United States where cross-cultural considerations and foreign language issues are becoming more and more prevalent (普遍的).

Thanks to a variety of relatively inexpensive communications devices with business applications, even small businesses in the United States are able to get into international markets.

English is still the international language of business. But there is an ever-growing need for people who can speak another language. A second language isn't generally required to get a job in business, but having language skills gives a candidate the edge when other qualifications appear to be equal.

The employee posted abroad who speaks the country's principal language has an opportunity to fast-forward certain negotiations, and can have the cultural insight to know when it is better to move more slowly. The employee at the home office who can communicate well with foreign clients over the telephone or by fax machine is an obvious asset to the firm.

1.	What is the author's attitude toward high-tech communications equipment?								
	A) Critical.	B) Prejudiced.	C) Indifferent.	D) Positive.					
2.	With the increased use of high-tech communications equipment, businesspeople								
	A) have to get familiar with modern technology								
	B) are gaining more economic benefits from domestic operations								
	C) are attaching more importance to their overseas business								
	D) are eager to work overseas								
3.	. In this passage, "out of sight and out of mind" (Line 2, Para. 3) probably means								
	A) being unable to think properly for lack of insight								
	B) being totally out of touch with business at home								

- D) leaving all care and worry behind
- 4. According to the passage, what is an important consideration of international corporations in employing people today?
  - A) Connections with businesses overseas.

C) missing opportunities for promotion when abroad

- B) Ability to speak the client's language.
- C) Technical know-how.
- D) Business experience.
- 5. The advantage of employees having foreign language skills is that they can \_\_\_\_\_.
  - A) better control the whole negotiation process
  - B) easily find new approaches to meet market needs
  - C) fast-forward their proposals to headquarters
  - D) easily make friends with businesspeople abroad

#### Passage Four

In recent years, Israeli consumers have grown more demanding as they've become wealthier and more worldly-wise. Foreign travel is a national passion; this summer alone, one in 10 citizens will go abroad. Exposed to higher standards of service else where, Israelis are returning home expecting the same. American firms have also begun arriving in large numbers. Chains such as KFC, McDonald's and Pizza Hut are setting a new standard of customer service, using strict employee training and constant monitoring to ensure the friendliness of frontline staff. Even the American habit of telling departing customers to "Have a nice day" has caught on all over Israel. "Nobody wakes up in the morning and says, 'Let's be nicer,'" Says Itsik Cohen, director of a consulting firm. "Nothing happens without competition."

Privatization, or the threat of it, is a motivation as well. Monopolies (垄断者) that until recently have been free to take their customers for granted now fear what Michael Perry, a marketing professor, calls "the revengeful (报复的) consumer". When the government opened up competition with Bezaq, the phone company, its international branch lost 40% of its market share, even while offering competitive rates. Says Perry, "People wanted revenge for all the years of bad service."

The electric company, whose monopoly may be short-lived, has suddenly stopped requiring users to wait half a day for a repairman. Now, appointments are scheduled to the half-hour. The graceless El Al Airlines, which is already at auction (拍卖), has retrained its employees to emphasize service and is boasting about the results in an ad campaign with the slogan, "You can feel the change in the air." For the first time, praise outnumbers complaints on customer survey sheets.

- It may be inferred from the passage that \_\_\_\_\_\_.
  A) customer service in Israel is now improving
  B) wealthy Israeli customers are hard to please
  C) the tourist industry has brought chain stores to Israel
  D) Israeli customers prefer foreign products to domestic ones
  In the author's view, higher service standards are impossible in Israel \_\_\_\_\_\_
  A) if customer complaints go unnoticed by the management
  - B) unless foreign companies are introduced in greater numbers
  - C) if there's no competition among companies
  - D) without strict routine training of employees