



MODULE E (4+5 POINTS)
KEEPING AN EYE ON MUSEUM VISITORS

- 1)What do we learn from lines 1-5?
 - iii)Why the museum needs Marshall.
 - v)What kinds of behavior interest Marshal.

- 2)According to Anne Clement ,museums today are different from museums in the past in –
 - i)the goals they set.

- 3)**Distributing questionnaires is one way that** museums use to monitor people's reactions.

- 4)Fourteen galleries in the Delroy Museum were "recently redesigned"(line 20).What process is taking place at the museum following this redesign?
 - (1)**The museum wants to find out if the redesign was successful.**
 - (2)**Therefore** ,Marshall collects data (about people's reactions to it).
 - (3)**The data he provides will be analyzed.**
 - (4)**As a result,the museum may** make further changes.

- 5)What can we understand from the description of Marshall's work?
 - ii)Why Marshall's job requires patience.

- 6)In line 15 we are told Marshall takes "detailed notes". According to the information in lines 1-5,these notes might be about-
 - iii)the conversations between visitors.

- 7)What do most visitors to the Delroy Museum think about being observed?
They think that it should be evaluating itself//is a good idea// is necessary/important.