CONHECIMENTOS GERAIS

[GRAMÁTICA E INTERPRETAÇÃO DE TEXTO AERONÁUTICA 2017 CIAAR]

Pasmo sempre quando acabo qualquer coisa. Pasmo e desolome. O meu instinto de perfeição deveria inibir-me de acabar; deveria inibir-me até de dar começo. Mas distraio-me e faço. O que consigo é um produto, em mim, não de uma aplicação de vontade, mas de uma cedência dela. Começo porque não tenho força para pensar; acabo porque não tenho alma para suspender. Este livro é a minha cobardia.

A razão por que tantas vezes interrompo um pensamento com um trecho de paisagem, que de algum modo se integra no esquema, real ou suposto, das minhas impressões, é que essa paisagem é uma porta por onde fujo ao conhecimento da minha impotência criadora. Tenho a necessidade, em meio das conversas comigo que formam as palavras deste livro, de falar de repente com outra pessoa, e dirijo-me à luz que paira, como agora, sobre os telhados das casas, que parecem molhados de tê-la de lado; ao agitar brando das árvores altas na encosta citadina, que parecem perto, numa possibilidade de desabamento mudo; aos cartazes sobrepostos das casas ingremadas, com janelas por letras onde o sol morto doira goma húmida.

Por que escrevo, se não escrevo melhor? Mas que seria de mim se não escrevesse o que consigo escrever, por inferior a mim mesmo que nisso seja? Sou um plebeu da aspiração, porque tento realizar; não ouso o silêncio como quem receia um quarto escuro. Sou como os que prezam a medalha mais que o esforço, e gozam a glória na peliça [...].

Escrever, sim, é perder-me, mas todos se perdem, porque tudo é perda. Porém eu perco-me sem alegria, não como o rio na foz para que nasceu incógnito, mas como o lago feito na praia pela maré alta, e cuja água sumida nunca mais regressa ao mar

(PESSOA, Fernando. Livro do Desassossego: composto por Bernardo Soares, ajudante de guarda-livros na cidade de Lisboa. Org. Richard Zenith. 3ª ed. São Paulo: Companhia das Letras, 2011.)

1. A partir da leitura do texto, julgue os itens abaixo. I. O sujeito que se apresenta pelo texto afirma que, em virtude de seu espírito de perfeição, ele jamais inicia ou termina alguma coisa. II. Durante o ato de escrita, o sujeito tem a necessidade de falar com outra pessoa que não consigo mesmo. III. O ato de escrita, para esse sujeito, é um processo penoso e triste, onde ele se perde e se sente isolado do mundo. Está(ão) correta(s) a(s) afirmativa(s)

A) I, II e III.

B) II, apenas.

C) I e III, apenas.

D) II e III, apenas.

TEXTO 2



(Fonte: https://www.dicio.com.br/partilhar/, acesso em fevereiro de 2020.)

- **2.** O Texto 2 é um verbete, assinale a alternativa que representa sua definição:
- **A)** é um tipo textual dissertativo-argumentativo, com o intuito de persuadir o leitor.
- **B)** é um tipo e gênero textual de caráter descritivo para detalhar em adjetivos e advérbios o que é necessário entender.
- C) é um gênero textual de viés narrativo para contar em cronologia obrigatória o enredo por meio dos personagens.
- **D)** é um gênero textual de caráter informativo, tem por intuito explicar um conceito, mais comumente em um dicionário ou uma enciclopédia.

[ADAPTADA DE COPEVE-UFAL 2017]

3. O sonho encheu a noite

Extravasou pro meu dia

Encheu minha vida

E é dele que eu vou viver

Porque sonho não morre.

Disponível em:https://pesador.uol.com.br/adelia_prado_poemas/>. Acesso em: 20 fev. 2017.

A figura de pensamento marcada no poema de Adélia Prado foi construída principalmente pelo recurso estilístico da

A) paronímia.

B) sinonímia.

C) antonímia.

D) homonímia.

4. Figura 1



| Fonty Coople Images (2017) |
|---|
| Fonte: Google Imagens (2017) Sobre a colocação pronominal, é correto afirmar que em |
| , a é a forma correta de colocação pronominal, |
| A alternativa que preenche, correta e sequencialmente, as lacunas do trecho acima é |
| A) "Beije-me" / próclise / por ser uma frase imperativa |
| B) "Nunca deixe-me" / próclise / porque o advérbio não está separado por vírgula |
| C) "Abrace-me" / mesóclise / porque é uma frase exclamativa |
| D) "Abrace-me" / próclise / porque o verbo inicia a frase |
| [ADAPTADA DE IBADE 2018] |
| 5. O Power Point é um software no qual podem ser exibidas apresentações multimídias, tanto em um monitor de computador, como em "Data-show". Analise as afirmativas abaixo. |
| I. Para iniciar a apresentação dos slides, basta utilizaro atalho F5. |
| II. Ao abrir o Power Point, a barra localizada na parte inferior do programa é chamada Barra de Ferramenta de Status. III. Para abrir um novo slide basta utilizar os atalhos "Ctrl + |
| M". IV. Mesmo já iniciada a construção dos slides com base no modelo padrão, o usuário poderá aplicar outros formatos, planos de fundo, entre outros. |
| São corretas as afirmativas: |
| A) I. II e III. apenas. |
| B) II. III e IV, apenas |
| C) I e II. apenas. |
| D) I. II. III e IV. |
| |

[ADAPTADA DE AOCP 2017]

6. Utilizando o editor de planilhas eletrônicas Libre Office Calc (versão 5, instalação padrão em português e Sistema Operacional Windows 7), assinale a alternativa que apresenta a fórmula que realiza a seguinte operação: "

Formata um número com um número fixo de casas decimais depois da vírgula e do separador de milhar"

- A) FORMAT.DEC
- B) VALOR.DEC
- C) TRUNCAR
- D) DEF.NÚM.DEC

[ADAPTADA DE FUMARC 2018]

- 7. São atalhos de teclado para abrir uma nova guia nos navegadores Google Chrome 63.0 e Microsoft Internet Explorer 11, versão português, **respectivamente**:
- A) Ctrl+N, Ctrl+N.
- **B)** Ctrl+T, Ctrl+G.
- C) Ctrl+T, Ctrl+N.
- **D)** Ctrl+T, Ctrl+T.

[ADAPTADA DE FUNIVERSA 2010]

8. Um grupo de 17 elementos apresenta a seguinte composição:

| Tamanho | Homens | Mulheres |
|---------|--------|----------|
| Menores | 4 | 4 |
| Adultos | 6 | 3 |

Ao escolher um elemento ao acaso, qual a probabilidade de esse elemento ser mulher?

- **A)** 5 / 17.
- **B)** 7 / 17.
- **C)** 3 / 14.
- **D)** 6 / 15.

[ADAPTADA DE FGV 2017]

9. Quatro pessoas, Ana, Bia, Celia e Dulce devem se sentar em quatro das seis poltronas representadas na figura abaixo.

Sabendo que Ana e Bia devem se sentar uma ao lado da outra, o número de maneiras diferentes que elas quatro podem se sentar nessas poltronas é:

| A) 30; | | |
|----------------|--|------|
| B) 60; | | |
| C) 80; | | |
| D) 120; | | |
| | | |
| | | |

[ADAPTADA DE COPERVE - FURG 2016]

- **10.** A negação da proposição "Ninguém aqui é argentino" é a proposição:
- A) Nenhum aqui é argentino.
- B) Estes aqui são argentinos.
- C) Alguém aqui é argentino.
- D) Todos aqui são argentinos.

GABARITO DA SEÇÃO 1 D 2 D 3 C 4 B 5 D 6 D 7 D 8 B 9 D 10 C

CONHECIMENTOS ESPECÍFICOS

[VÁRIOS CARGOS - EMGEPRON 2021 SELECON]

Text II

Pollution

Pollution is the introduction of harmful materials into the environment. These harmful materials are called pollutants. Pollutants can be natural, such as volcanic ash. They can also be created by human activity, such as trash or runoff produced by factories. Pollutants damage the quality of air, water, and land.

Many things that are useful to people produce pollution. Cars spew pollutants from their exhaust pipes. Burning coal to create electricity pollutes the air. Industries and homes generate garbage and sewage that can pollute the land and water. Pesticides - chemical poisons used to kill weeds and insects - seep into waterways and harm wildlife.

All living things - from one-celled microbes to blue whales depend on Earth's supply of air and water. When these resources are polluted, all forms of life are threatened.

Pollution is a global problem. Although urban areas are usually more polluted than the countryside, pollution can spread to remote places where no people live. For example, pesticides and other chemicals have been found in the Antarctic ice sheet. In the middle of the northern Pacific Ocean, a huge collection of microscopic plastic particles forms what is known as the Great Pacific Garbage Patch.

Air and water currents carry pollution. Ocean currents and migrating fish carry marine pollutants far and wide. Winds can pick up radioactive material accidentally released from a nuclear reactor and scatter it around the world. Smoke from a factory in one country drifts into another country.

Adapted from: https://www.nationalgeographic.org/encyclopedia/pollution. Accessed on March 27, 2021.

- 11. The verb phrase in "(...) pesticides and other chemicals have been found in the Antarctic ice sheet." (Paragraph 4) is in the:
- A) past perfect, active voice
- B) past perfect, passive voice
- C) present perfect, active voice
- D) present perfect, passive voice

[SARGENTO FAB 2015 EEAR]

Flight attendant

Within every elegant and friendly flight attendant exists a very well trained professional. They graduate from

- courses recognized by the Civil Aeronautical
 Department
 (DAC). For six months, this professional learns the basic functions of a plane as well as flight procedures.
- issues, either in the air or on the ground, are dealt with in detail. A flight attendant is taught how to handle first aid
- procedures for passengers and he or she also gets survival training in case of an accident. After ______, the flight attendant must pass a test at the DAC to obtain a license. Only now can this professional be part of the crew. The
- courses require just a basic knowledge of English, but to develop in the career, to crew international flights, fluent English is a must.

(Adapted from Inglês de olho no mundo do trabalho)

- 12. Fill in the blank with the suitable option.
- A) graduate

PROCESSO SELETIVO SESI D 708

| | EDITAL Nº 001/202 | |
|--------------|-----------------------|--------|
| | PROFESSOR DE INGLÊS – | CÓI |
| B) graduates | A) The | e rela |
| | speak | that |

C) graduated

D) graduating

[ADAPTADA DE CESPE 2017]

Text 9A4AAA

The exact nature of the relationship between language and culture has fascinated, and continues to fascinate, people

from a wide variety of backgrounds.

There should be some kind of relationship between the syntax of a language and the ways in which speakers of

language experience the world. Any discussion of the relationship between language and culture, or of the various

functions of the language in the culture, should begin

some attempt to define each of these terms. We may attempt a

comprehensive definition of language: a language is

5 what the

1

members of a particular society speak. However, as we

see, speech in almost any society can take many different

10 forms.

15

What forms we should choose to discuss when we attempt to describe the language of a society may prove to be

a contentious matter. Sometimes a society may be complex;

that is, many speakers may use more than one language.

should also note that our definitions of language and culture

are not independent: the definition of language includes 20 in it a

reference to culture.

Culture and language rely a lot on each other. In today's society of the world, there are many cultures

25 inside of

one country. All countries have their own unique ways of life

in the differences of how people are raised and their different

locations. Many people migrate to other countries and feel lost

at times due to this. More frequently, nations have been trying

to mingle their own ways with others in America to

diversity that goes around the world.

Internet: < www.exampleessays.com > (adapted).

13. Concerning the ideas of text 9A4AAA, choose the correct option.

- ationship between a language and the ways people language can change their experience in the world.
- **B)** The syntax of a particular language affects the way the speaker of that language experience the world.
- C) The exact nature of language and culture and their relation has been fascinating people the world over.
- **D)** People from various backgrounds are puzzled by the relation between language and culture.

[ADAPTADA DE CESGRANRIO 2018]

Text II

Why You Should Invest In Green Energy Right Now

Available at:

https://www.investopedia.com/articles/markets/070814/ why-you-should-invest-green-energy-right-now.asp>. Retrieved on: 12 Feb 2018. Adapted.

- 14. Comparing Texts I and II, it is possible to affirm that
- **A)** Text I forecasts the expansion of green energy sources in Latin American countries.
- **B)** Text II discusses the important role of scientists over funding decisions on clean energy.
- C) neither Text I nor Text II reveal concerns about dangerous climate change in the near future.
- **D)** both Text I and Text II quote studies that discuss investments in renewable energy sources.

[ADAPTADA DE FGV 2016]

It's no secret that the global energy demand continues to rise. Driven by emerging economies and non-OECD nations, total worldwide energy usage is expected to grow by nearly 40% over the next 20 years. That'll require a staggering amount of coal, oil and gas.

But it's not just fossil fuels that will get the nod. The demand for renewable energy sources is exploding, and according to new study, we haven't seen anything yet in terms of spending on solar, wind and other green energy projects. For investors, that spending could lead to some serious portfolio green as well.

Rising Market Share

1

15

20

35

50

The future is certainly looking pretty "green" for renewable energy bulls. A new study shows that the sector will receive nearly \$5.1 trillion worth of investment in new power plants by 2030. According to a new report by Bloomberg New Energy Finance, by 2030, renewable energy sources will account for over 60% of the 5,579 gigawatts of new generation capacity and 65% of the \$7.7 trillion in power investment. Overall, fossil fuels, such as coal and natural gas, will see their total share of power generation fall to 46%.

That's a lot, but down from roughly from 64% today.

Large-scale hydropower facilities will command
the lion's share of new capacity among green energy
sources. However, the expansion by solar and wind
energy will be mighty swift as well.
The Bloomberg report shows that solar and
wind will increase their combined share of global

generation capacity to 16% from 3% by 2030. The key driver will be utility-scale solar power plants, as well as the vast adoption of rooftop solar arrays in emerging markets lacking modern grid infrastructure. In places like Latin America and India, the lack of infrastructure will actually make rooftop solar a cheaper ention for

will actually make rooftop solar a cheaper option for electricity generation. Analysts estimate that Latin America will add nearly 102 GW worth of rooftop solar arrays during the study's time period.

Bloomberg New Energy predicts that economics

will have more to do with the additional generation capacity than subsidies. The same can be said for many Asian nations. Increased solar adoption will benefit from higher costs related to rising liquid natural gas (LNG) imports in the region starting in 2024. Likewise, on- and offshore wind power facilities will see rising capacity as well.

In the developed world, Bloomberg New Energy Finance predicts that CO2 and emission reductions will also help play a major role in adding additional renewable energy to the grid. While the U.S. will still focus much of its attention towards shale gas, developed Europe will spend roughly \$67 billion on new green energy capacity by 2030.

TEXT I

How music is the real language of political diplomacy

Forget guns and bombs, it is the power of melody that has changed the world

Marie Zawisza

Saturday 31 October 2015 10.00 GMT Last modified on Tuesday 10 November 201513.19 GMT



Celebrated cellist Mstislav Rostropovich plays in front of the Berlin wall on 11 November 1989. Photograph: AP

An old man plays his cello at the foot of a crumbling wall. The notes of the sarabande of Bach's Suite No 2 rise in the cold air, praising God for the "miracle" of the fall of the Berlin Wall, as Mstislav Rostropovich later put it. The photograph is seen around the world. The date is 11 November 1989, and the Russian virtuoso is marching to the beat of history.

Publicity stunt or political act? No doubt a bit of both - and proof, in any case, that music can have a political dimension. Yo-Yo Ma showed as much in September when the cellist opened the new season of the Philharmonie de Paris with the Boston Symphony Orchestra. As a "messenger of peace" for

the United Nations, the Chinese American is the founder of Silk Road Project, which trains young musicians from a variety of cultures to listen to and improvise with each other and develop a common repertoire. "In this way, musicians create a dialogue and arrive at common policies," says analyst Frédéric Ramel, a professor at the Institut d'Études Politiques in Paris. By having music take the place of speeches and peace talks, the hope is that it will succeed where diplomacy has failed.[...]

Curiously, the study of the role of music in international relations is still in its infancy. "Historians must have long seen it as something fanciful, because history has long been dominated by interpretations that stress economic, social and political factors," says Anaïs Fléchet, a lecturer in contemporary history at the Université de Versailles-St-Ouentin and co-editor of a book about music and globalisation.

"As for musicologists," she adds, "until quite recently they were more interested in analysing musical scores than the actual context in which these were produced and how they were received." In the 1990s came a cultural shift. Scholars were no longer interested solely in "hard power" - that is, in the balance of powers and in geopolitics - but also in "soft power", where political issues are resolved by mutual support rather than force. [...] issues are resolved by mutual support rather than force. [...]



Gilberto Gil sings while then UN secretary general Kofi Annan plays percussion at a September 2003 concert at the UN headquarters honouring those killed by a bomb at a UN office in Baghdad a month earlier. Photograph: Zuma/Alamy

Since then, every embassy has a cultural attaché. The US engages in "audio diplomacy" by financing hip-hop festivals in the Middle East. China promotes opera in neighbouring states to project an image of harmony. Brazil has invested in culture to assert itself as a leader in Latin America, notably by establishing close collaboration between its ministries of foreign affairs and culture; musician Gilberto Gil was culture minister during Luiz Inácio Lula da Silva's presidency from 2003 to 2008. He was involved in France's Year of Brazil. As Fléchet recalls, "the free concert he gave on 13 July, 2005 at the Place de la Bastille was the pinnacle. That day, he sang La Marseillaise in the presence of presidents Lula and Jacques Chirac." Two years earlier, in September 2003, Gil sang at the UN in honour of the victims of the 19 August bombing of the UN headquartes in Baghdad. He was delivering a message of peace, criticising the war on Iraq by the US: "There is no point in preaching security without giving a thought to respecting others," he told his audience. Closing the concert, he invited then UN secretary general Kofi Annan on stage for a surprise

appearance as a percussionist. "This highly symbolic image, which highlighted the conviction that culture can play a role in bringing people together, shows how music can become a political language," Fléchet says.

| /music-language-human-rights-political-diplomacy |
|---|
| 15. The word that is closer in meaning to "stunt" in the question "Publicity stunt or political act?" is: |
| A) tip; |
| B) event; |
| C) brand; |
| D) story; |
| [ADAPTADA DE SEDUC-CE 2016 |
| Texto III |
| Read an excerpt from the article, How Studying or Working Abroad Makes You Smarter. A study (LEAD) by William Maddux, an associate professor of organizational behavior at INSEAD, (FIND) that among students enrolled in an international MBA program, their "multicultural engagement"—the extent to which they adapted to and learned about new cultures—predicted how "integratively complex" their thinking (BECOME). That is, students who adopted an open and adaptive attitude toward foreign cultures (BE) more able to make connections among disparate ideas. The students multicultural engagement also predicted the number of job offers they (RECEIVE) after the program ended. |
| Available at: http://time.com/79937/how-studying-orworking-abroad-makes-you-smarter/ . Accessed on 4/3/16. |
| 16. The verbs in parentheses originally appeared in the simple past in the article. The correct of the simple past of these verbs is: |
| A) Lead / finded / become / was / receive |
| B) Lead / find / became / were / received |
| C) Led / found / became / were / received |
| D) Led / finded / become / was / received |
| |

[ADAPTADA DE CESPE 2017]

Text 9A3AAA

Inductive Teaching Method. In its clearest sense, induction is the process of reasoning from a part to the whole.

from particulars to generals, or from the individual to the universal. Teaching that applies this principle to the teaching-learning process can be considered inductive.

Eli Seifman. Teaching strategies. In: Dwight William Allen and

Eli Seifman. The Teacher's Handbook. Glenview, Illinois, London: Scott, Foresman and Company, 1971, p. 53

17. In text 9A3AAA, the word "its" (ℓ .1) is a

A) personal pronoun.

B) verb form.

C) prepositional phrase.

D) possessive form.

[ADAPTADA DE FUMARC 2018]

Introduction to Climate change



scary and diffi-cult thing to understand, ______ it's not.

Scientists have warned that the world's climate has changed a lot, and has affected many living and non-living things. Many places _____ were warmer are now getting colder, and many colder regions are getting much colder or even warmer nown as Global Warming).

For example, _____ 1901 and 2012, it is believed that the earth's temperature has risen by 0.89 °C. Rainfall amounts

Many people make Climate Change and Global Warming a

earth's temperature has risen by 0.89 °C. Rainfall amounts have also risen in the mid-latitudes of the northern hemisphere since the beginning of the 20th Century. It is also believed that sea levels have risen up to about 19cm globally, with lots of glaciers melting in addition.

Some people do not believe that these are caused by human activities. They think it is all political actions and falsehood intended to cause panic among humans.

Well, whatever it is, we would like to know more, and take a few good points from this confusion, and use them to make our world a better place to live.

(Adapted from: https://goo.gl/xQnjzZ. Access: 01/22/2018)

- **18.** What is the best conjunction to complete this sentence: "Many people make Climate Change and Global Warming a scary and difficult thing to understand, it's not."?
- A) And.
- B) But.
- C) Because.

D) So.

[ADAPTADA DE FUMARC 2018]

Introduction to Climate change



Many people make Climate Change and Global Warming a

| scary and diffi-cult thing to understand, it's not. |
|---|
| Scientists have warned that the world's climate has changed a |
| ot, and has affected many living and non-living things. Many |
| places were warmer are now getting colder, and |
| many colder regions are getting much colder or even warmer |
| nown as Global Warming). |
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| earth's temperature has risen by 0.89 °C. Rainfall amounts |
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| Well, whatever it is, we would like to know more, and take a |
| few good points from this confusion, and use them to make |
| our world a better place to live. |
| (Adapted from: https://goo.gl/xQnjzZ. Access: 01/22/2018) |
| |
| 19. The words living and non-living in: "many living and non- |
| living things" function as |
| |
| A) Adjectives. |
| |
| B) Adverbs. |
| , |
| C) Conjunctions. |
| , <u>s</u> |
| D) Nouns. |
| - , - · - · - · - · |
| |

[ADAPTADA DE IDECAN 2019]

The Regional English Training Centres (RETC) project - new

approach to teaching English already shows results September 30, 2018 08:00 By The nation

British Council and the Thai Education Ministry have joined hands to modernise the teaching methods of 17,000 English-language teachers in the kingdom, moving from the "grammar-vocabulary" memorisation system to focus on communication. The UK cultural and education international body's Regional English Training Centres (RETC) project aims to improve the skills of teachers at primary and secondary schools across Thailand.

Some 75% of English teachers in Thailand are ranked at the A2 elementary level in the Common European Framework of Reference (CEFR), representing an IELTS score of 3.5 to 4,

according to the statement issued by British Council on Friday. The RETC Boot Camp project was first introduced in 2015 to improve overall English teaching proficiency. After two and a half years, 15,300 English teachers, or 90%, have improved their confidence in teaching English and using it in classrooms.

As the next step, an assessment and evaluation system is to be considered to assist in the adaptation toward the communicative approach.

Education Minister Teerakiat Jareonsettasin said the development of Thai students' English skills is crucial and needs serious improvement. Each Thai student studies English for at least 12 years at primary and secondary school, **however** most are unable to communicate in English which is the main obstacle to global competition, he said. Two main challenges that need to be addressed are Thai teachers' English skills and their teaching approach. "By focusing on language accuracy and the memorisation method rather than the communicative approach, most Thai students cannot communicate effectively in English," he said.

Many Thai students also have a poor attitude towards English classes. Andrew Glass, director of British Council Thailand, said since the start of the project, 15 RETCs have been established and that 17,000 out of 40,000 of Thailand's English teachers have been trained and mentored in the communicative approach. **Additionally**, more than 30 teachers have been intensively trained to become TMTs. They work with British Council trainers to mentor and transfer knowledge to teachers and school directors, creating academic networking opportunities with regional supervisors to improve their follow-up sessions.

After completing the project, the research clearly indicates that 90% or 15,300 English teachers have more confidence in teaching English in the communicative approach and more confidence in using English in their classrooms. Besides, 72 of English teachers improved their lesson planning and were able to give clearer instructions, while 94% improved their lesson management. In addition, 93% of English teachers have improved their English subject knowledge. Sutthiwat Sutthiprapa, one of the Thai master trainers and a full-time English teacher at Khor Wittayakom in Nakhon Phanom Province, said all the knowledge he gained from the RETC project can be applied in his English classes. "It significantly changes the atmosphere of the classroom and the students' attitude towards English. "Students are eager to attend the class and make every effort to participate in class activities. I believe that if every English teacher in Thailand exploits the RETC concept, Thai students' English ability will increase considerably," he said.

(Available in:

https://www.bangkokpost.com/news/general/1548446/british-councilhelps-train-thai-english-language-teachers.Accessed on May 18th, 2019. Adapted.)

- **20.** The word "however" highlighted in paragraph 4 is closest in meaning to
- A) thereafter.
- B) hence.
- C) nevertheless.
- **D)** therefore.

GABARITO DA SEÇÃO 11 D 12 D 13 C 14 D 15 B 16 C 17 D 18 B 19 A 20 C