

LISTENING PART 4

 067 For each question, choose the correct answer. You will hear an interview with a woman called Tina Mackay, whose job is to write reports on the service she receives in different shops.

- 1 Tina works as a 'Mystery Shopper' for
 - A a department store.
 - B a detective agency.
 - C a research company.

- 2 What is one of the things that Tina writes about in her reports?
 - A what the sales staff look like
 - B how the products are displayed
 - C the quality of the goods on sale

- 3 According to Tina, a good salesperson should
 - A approach the customer at the right moment.
 - B find out exactly what the customer wants.
 - C spend as much time as possible with the customer.

- 4 Tina says the main aim of her work is to
 - A compare good and bad points about different stores.
 - B make complaints about the service in stores.
 - C give an independent opinion about each company's service.

- 5 Tina thinks she is good at her job because she
 - A enjoys shopping.
 - B remembers things well.
 - C has a friendly personality.

- 6 Which product is Tina allowed to keep?
 - A clothes
 - B magazines
 - C perfume