

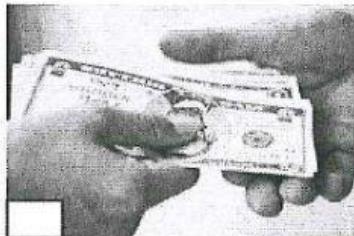
## I. GETTING STARTED

1.  Listen and answer the question. Where most likely are the speakers? (File 1)

- A. In a department store
- B. In an office
- C. In a restaurant
- D. In a medical clinic



2. Look at the pictures. Write down what type of payment method it is. Choose the methods that you usually use when going shopping.



3.  Listen and answer the questions. (File 2)

a. Where does the conversation take place?

.....

b. How do you know? (List some keywords)

.....

**3. Match the words to the definitions.**

1. Starter	1-	a. The last course of a meal. Typically, a sweet dish such as cake, pudding or ice-cream.
2. Main course	2-	b. The main part of the meal. Medium to large portions of food, served either hot or cold.
3. Side dish	3-	c. A small portion of food. Typically bread, salad, or vegetables in sauce, that you eat with a main meal.
4. Dessert	4-	d. The first course of the meal. Small portions of food, served either hot or cold.

### III. PRACTICE

**Exercise 1.**  Listen and choose the statement that best describes the picture. (File 3)

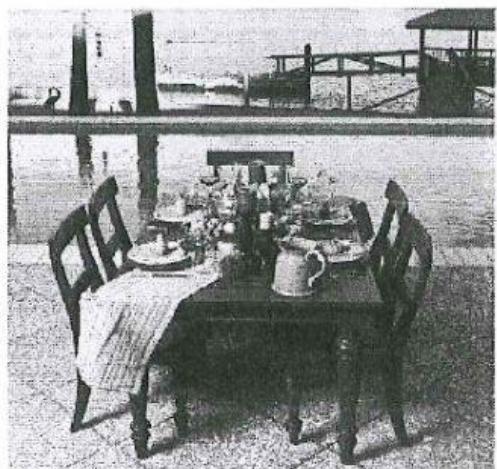
1.



3.



2.



Exercise 2.  Listen and choose the correct answer. (File 4)

1.



5.



2.



6.



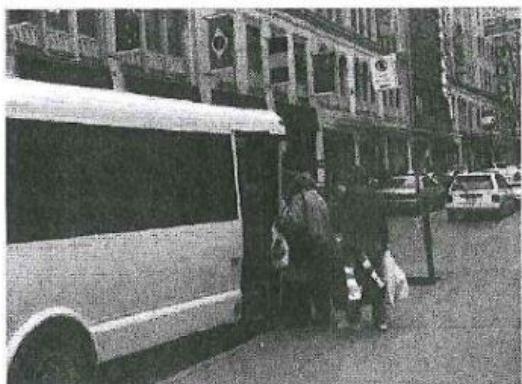
3.



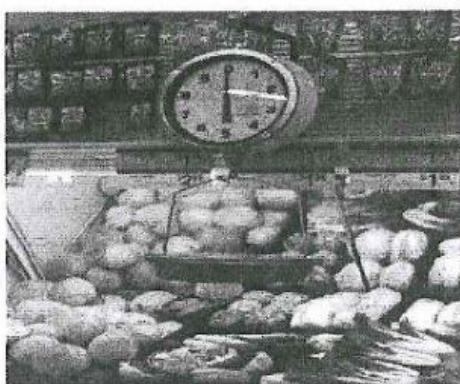
7.



4.



8.



**Exercise 3.  Listen and choose the correct answer. (File 5)**

**1. Who most likely is the woman?**

- A. A delivery person
- B. A shop owner
- C. A tourist
- D. A travel agent

**2. Where most likely is the conversation taking place?**

- A. At a consultancy headquarters
- B. At a conference venue
- C. At a retail store
- D. At a post office

**3. Where most likely does the man work?**

- A. At a transportation authority
- B. At a travel agency
- C. At an electronics producer
- D. At a cosmetics retailer

**Exercise 4. Choose the correct answer.**

**Sears Canada Inc. Return Policy**

Effective May 4, 2010

Our goal is that you are completely satisfied with your purchase. If, for any reason, you are not satisfied, simply return your purchase with your receipt for an exchange or refund within 90 days when ----- by your Sears Card, Sears MasterCard, or Sears Gift Card.

1.

- (A) purchase
- (B) purchasing
- (C) purchased
- (D) purchases

Items purchase by ----- method may be exchanged or refunded within 30 days.

2.

- (A) so
- (B) others
- (C) every other
- (D) any other

Catalogue purchases cannot be returned without a receipt or proof of purchase. All returned products must be in new and unused condition. Damages on home-delivered products must be reported within 24 hours of delivery.

The following are non-refundable:

- Installed or customized items
- Shipping charges

Sears Canada appreciates your business and will take all reasonable efforts to ----- you are satisfied with your purchase.

3.

- (A) sure
- (B) surely
- (C) ensure
- (D) assure

**Exercise 5. Choose the word that best completes the sentence.**

1. The aroma coming from the restaurant was so ----- that the tourists did not hesitate to enter.

- (A) appeal
- (B) appealed
- (C) appealing
- (D) appeals

2. The waiter ----- that the customer would enjoy the duck.

- (A) predict
- (B) predicted
- (C) predicting
- (D) prediction

3. Sometimes diners request ----- or "separate" checks.

- (A) individuality
- (B) individually
- (C) individual
- (D) individualize

**Exercise 6. Choose the one word or phrase that best completes each sentence.**

To: Sue Evans

From: Ron Smith

Subject: Lunch tomorrow

Sue,

George will be out of the office all week, so it will .....(1)..... you to order the lunch for tomorrow's staff meeting. We always order from Sam's Deli. We'll need enough for 15 people. Look at their list of sandwiches and order three or four different kinds. .....(2)..... to order a variety of desserts, too. People always like a sweet treat with their meal.

Please make sure that the food .....(3)..... by noon tomorrow. Thanks.

Ron

1.

- (A) pick up
- (B) fall to
- (C) rely on
- (D) mix up

3.

- (A) delivers
- (B) is delivered
- (C) is delivering
- (D) will deliver

2.

- (A) No forget
- (B) Not forget
- (C) No forgetting
- (D) Don't forget

**Exercise 7. Choose the best answer.**

#### **MADHAN'S RESTAURANT**

Monday-Saturday

Lunch: 10 a.m. - 4 p.m.

Dinner: 5 p.m. - 11 p.m.

Sunday

Breakfast: 8 a.m. - 3 p.m.

Dinner: 4 p.m. - 9 p.m.

Daily specials are served during dinner hours and are merely \$10.99. All of them include a main course, a non-alcoholic beverage and one side.

Monday: Tortellini Alfredo

Tuesday: Thai noodles

Wednesday: Vegetarian gumbo

Thursday: Meat loaf and gravy

Friday: Mega burger and fries

- Live Jazz band is on Tuesday and Thursday evenings,

- For your convenience please call and make a reservation for Friday and Saturday evenings.

**1. On what day are Thai noodles a special?**

- (A) Monday
- (B) Tuesday
- (C) Wednesday
- (D) Friday

**2. What is special about Thursday nights?**

- (A) Thai food is a special.
- (B) Breakfast is available at 9 a.m.
- (C) The drinks are half price.
- (D) A live band will play.