

LISTENING: HOW TO OFFER HELP

Watch the video and answer the questions.

- 1. What is the matter with Tom?**
 - A. He got problem with his computer
 - B. He lost his phone
 - C. He got two meetings scheduled at the same time
 - D. All are correct

- 2. What did Anna say when Tom shared his matters?**
 - A. Let me help
 - B. Can I help you?
 - C. Give me a shout if you need anything
 - D. A & C

- 3. Did Tom accept Anna's help eventually?**
 - A. Yes, he did
 - B. No. he didn't

- 4. What did Anna do after the client had come?**
 - A. She asked for help
 - B. She offered to hold his coat and scarf
 - C. She refused to meet him
 - D. All are correct