

## PRE-LISTENING

*Có một số từ mới xuất hiện trong file nghe dưới đây. Hãy đoán nghĩa từ mới bằng cách nối nghĩa với từ vựng thích hợp*

### Sort elements

- find something
- likely to continue or be successful for a long time
- to tell somebody about something, especially in an official way
- a small plastic card that you can use to buy goods and services and pay for them later
- doing something in a good, careful and complete way with no waste of time, money or energy
- an ending of the period of time when an official document can be used, or when an agreement is legally acceptable
- a written agreement in which a company selling something promises to repair or replace it if there is a problem within a particular period of time

|                                    |  |
|------------------------------------|--|
| warranty (noun)                    |  |
| inform (verb):                     |  |
| secure (adj):                      |  |
| efficient (adj):                   |  |
| credit card (noun):                |  |
| expiry (noun):                     |  |
| look for something (phrasal verb): |  |

*Hoàn thành tờ đơn sau đây*

DURING LISTENING

*Nghe file nghe dưới đây và trả lời câu hỏi*

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|                         |                |
|-------------------------|----------------|
| Name:                   | Herbert Hewitt |
| Address:                | 1              |
| Postcode:               | 2              |
| Card's Expiry Date:     | 3              |
| Method of Compensation: | 4              |
| Shopping Frequency:     | 5              |

## VOCABULARY PRACTICE

*Nghe lại lần hai và hoàn thành các vị trí trống dưới đây*

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CR: Sir, sir! When did you buy it?

H: Oh, there I go again. Let's see ... we bought it just six months ago! We hardly used it either. But six months? Is that too long? I mean for the 1 \_\_\_\_\_ ?

CR: Very well, that's well within the warranty period. Now, what's your name and address?

H: Name and address! What for?

CR: Sir, it is company policy. If you want your money, you must 2 \_\_\_\_\_ me.

H: Money you say? Oh, my name is Herbert Hewitt and my address is 84 Park Road.

CR: Is that here in Coventry?

H: Yes. The postal code is B0241DJ. But I don't think sending things in the mail is very 3 \_\_\_\_\_ or very 4 \_\_\_\_\_. I mean ...

CR: Don't worry, Mr. Hewitt, don't worry. We can credit the money to your 5 \_\_\_\_\_. You do have one, don't you?

H: Yes, that's how we paid for the cooker.

CR: Oh, yes. We still have the number on computer. I only need to ask your card's 6 \_\_\_\_\_ date.

H: I'm afraid I never give that sort of information out. I mean, once you have that, anyone could go charging things and ...

CR: Sir! I said your expiry date, not your card's 7 \_\_\_\_\_.

H: Oh, er, yes. Foolish me. Of course, you didn't say "password".

Let's see. That will be April 2008

CR: April 2008. Very well, your card still has nearly two months left to go. We'll get that refund right to you, probably by five o'clock this evening.

H: You had better! If I don't get my money ... wait, wait. Yes, I know I'm losing my 8 \_\_\_\_\_ again. I really am sorry. I haven't had my 9 \_\_\_\_\_ today.

CR: And sir, just one more question for our record. How often do you go shopping at the City Centre Branch?

H: Oh, well it's hard to say. I suppose maybe once a month. But I can tell you this, if I don't get my refund, I'll never shop there again! (He hangs up the phone.)

CR: (sigh) I think it's time to start 10 \_\_\_\_\_ another job!