

4A Choose the correct options (A–C) to complete the text.

Taking the pain out of the wait

Waiting in a queue ¹_____ most people crazy, and that's bad for business. So businesses ²_____ a lot of effort to solve this. When high-rise buildings became common, waiting for the lift was frustrating for anyone who was in a ³_____, and there were lots of complaints. So mirrors were put next to the lifts and complaints dropped because it gave people something to look at while waiting. An airport was ⁴_____ getting complaints about the long wait for baggage. When they moved the arrival gates further away, complaints about waiting stopped, and no one got ⁵_____ about the longer walk. When a new electronic product comes out, there can be long queues, and people ⁶_____ outside a shop can be a real problem. Danish researchers found a solution: serve the last people ⁷_____ first. That way there's no reason to show up early. As far as we know, no other countries are ⁸_____ to try out the Danish solution – we can guess how people might ⁹_____ to it. Most people would probably stick to their belief that first-come, first-served is fair, and anyone ¹⁰_____ the queue is just behaving rudely.

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|----------------|-----------|-------------|
| 1 A causes | B gets | C drives |
| 2 A make | B do | C have |
| 3 A way | B hurry | C speed |
| 4 A constantly | B ever | C continual |
| 5 A far | B tired | C upset |
| 6 A camping | B camp | C who |
| 7 A arrived | B who | C to arrive |
| 8 A thinking | B intends | C planning |
| 9 A answer | B react | C argue |
| 10 A jump | B jumping | C jumps |