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.

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

LIVEWORKSHEETS