

Part 1

Short Texts (MCQs)

Practice

1

8

Read the text carefully in each question. Choose the best answer A, B or C.
For each question, mark the correct answer A, B or C on your answer sheet.

Mechanic : The repair cost is RM150. I had to replace a part of the board inside.

Customer : (Looking at the TV) When I sent you the TV last week, the screen is in good condition. Why do I see a small crack at the top corner today?

Mechanic : It got cracked accidentally when I was repairing it. Don't worry! You can still see the picture on the screen.

Customer : What do you mean that I can still see the picture? Yes, I see the picture but I can also see the crack! It can be annoying to my eyes.

1. The customer

- A should learn more about his right as a consumer.
- B should report the mechanic to the police for his carelessness.
- C should just pay the repair cost and go home.



For only
RM???

You can get the best aromatic coffee!
'Reall' coffee,
Specially prepared for you to face the day with zest!

2. The advertisement has broken the rule of consumers' right for
- A telling them all coffee is aromatic.
 - B not revealing the price for a cup of coffee.
 - C claiming that 'Reall' coffee is the best.



3. The sale

- A is held throughout the year.
- B offers clothing for children.
- C targets parents and school children.



Working in customer service is not easy. You always deal with all kinds of people and after some time you get familiar with the different types of customers you meet. You need to find the best approach to adjust to their needs. The new customers, impulse customers, angry customers, insistent customers and loyal customers are just a few examples. In business, it is said that customers are always right so having an angry one can be testing your patience! You can just wish that the person will become a loyal customer.

4. Great customer service

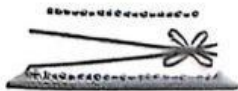
- A will not handle any angry customers.
- B deals with loyal customers only.
- C provides good assistance to customers.

Discount coupon



Barcode

Get 30% off the price of a birthday cake - only on your special day!



cakeday.com

Call : 010 66778866

Valid for purchases at outlets only

5. You can

- A buy a cheap cake at cakeday.com.
- B get a discount only on your birthday.
- C use a coupon for online purchases.

Financial literacy means more than just knowing how to make wise financial decisions. It is about the ability in using and applying that knowledge into your daily situations. Financial literacy is important in order to provide financial security but many students have little exposure on that matter.

6. Based on the extract,

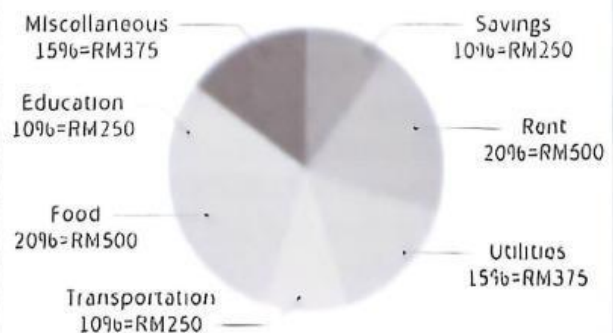
- A students must be provided with financial security.
- B good financial decisions can be made without any knowledge.
- C we should equip ourselves with knowledge of financial literacy.

Susy Cafe		
Kulim Avenue		
Tel: 011 5654554		
Sale		
4/4/24	4.00 p.m.	
		RM
1× Chocolate bun	RM 3.50	3.50
2× Doughnuts	RM 2.50	5.00
2× Apple pies	RM 4.50	9.00
Items sold: 5		17.50
Service Tax 6%		1.05
Total		18.55
Cash		20.55
Change		2.00
Thank you.		

7. The receipt shows that

- A the customer bought many buns.
- B the price of goods is exclusive of tax.
- C the cost is paid using debit card.

MONTHLY BUDGET OF RM2,400 FOR GREG'S FAMILY



8. Buying gifts is most probably included in miscellaneous. Greg does not want to ask his parents for extra money to buy a gift. What can he do?

- A He could save some on his own out of his pocket money.
- B He could ask his friends to lend him some money.
- C He must cancel his plan to buy the present.