

Listening practice

PART 1: MULTIPLE CHOICE

- Choose the correct answer:

1. What is the problem?
 - A. The phone is expensive
 - B. The phone doesn't work properly
 - C. The phone is new
2.

When did the customer buy the phone?

 - A. Last week
 - B. Yesterday
 - C. Today
3.

What does the customer want?

 - A. Repair
 - B. Exchange
 - C. Refund
4.

What does the shop assistant ask for?

 - A. The phone
 - B. The receipt
 - C. The box

PART 2: TRUE / FALSE

Write True (T) or False (F)

1. The phone works well. → T / F
2. The screen is broken. → T / F
3. The customer bought it last week. → T / F
4. The customer has a receipt. → T / F
5. The assistant refuses to help. → T / F

PART 3: PUT THE WORDS IN THE CORRECT GROUP

problem – broken – refund – exchange – receipt – repair

Group 1: Problems

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Group 2: Solutions

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Group 3: Shopping item

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