

■ Part 4

Questions 24-30

You will hear a radio interview with Tania Brown, who is talking about how dissatisfied consumers should make complaints. For questions **24-30**, choose the best answer (**A**, **B** or **C**).

- 24** Tania now works for
A a consumer rights organisation.
B an academic institution.
C a magazine. 24
- 25** Tania says that when Rebecca makes her complaint the most important thing is to
A be sure about what she wants to achieve.
B focus on getting her money back.
C ask the company certain key questions. 25
- 26** Tania recommends that Rebecca discuss her plan of action with
A a friend.
B her mother.
C an independent agency. 26
- 27** Why does Tania recommend making a phone call?
A to find out how the company usually deals with complaints
B to find the name of the person responsible
C to make a recording of the company's initial response 27
- 28** What does Tania say about typed versus handwritten letters?
A handwriting is better – as long as it is neat
B typing is preferable
C both are equally good 28
- 29** What does Tania recommend including in a letter of complaint?
A a deadline for a reply
B the name of the person who caused the problem
C a clear photo of the problem article 29
- 30** What kind of language does Tania recommend for a letter of complaint?
A appropriately insulting
B as objective as possible
C well-organised and business-like 30