

Listen to the conversation between the customer and the customer service agent. Choose the correct option.

1. Hello, I'm _____ customer support.
2. Hello, thanks for calling. _____ can I help you?
3. I _____ a problem with my order.
4. I'm sorry to hear that. _____ you tell me your order number?
5. Yes, _____ 45892.
6. Thank you. Please _____ a moment while I check it.
7. Ok, I'm _____.
8. I see your order here. _____ is the problem?
9. I _____ the wrong item.
10. I'm very sorry for that. What item _____ you receive?
11. I _____ a black headphone, but I got a blue one.
12. I understand. That should not _____.
13. Yes, I'm a little _____ because I need it for my work.
14. I'm really sorry for that _____. We will fix it for you quickly.
15. We can send you the correct item again or we can give you a full _____ if you prefer.
16. I think I _____ the correct item.
17. No problem. We will _____ you a new one to your address again.



Complete the sentences using the words from the box in the Past Simple Tense

go (2) come sit bring drink drive take
leave get wear build run maken fall

Last weekend we 1. _____ to the mountains for a family trip. We 2. _____ early in the morning and my dad 3. _____ the car.
My cousin 4. _____ with us and 5. _____ her camera. She 6. _____ many photos while we walked. We 7. _____ a big snowman and then 8. _____ around laughing. Later, we 9. _____ near the fire and my mum 10. _____ hot tea. We 11. _____ sandwiches and 12. _____ tea. In the evening, we 13. _____ very tired, so we 14. _____ back to our cabin. I 15. _____ my warm sweater and soon 16. _____ asleep. It was a wonderful trip, and we came home happy the next day.