

NAME:

Listen

A. Discuss.

- Have you ever heard of a mystery shopper?
- What do you think this person does?

B. You will hear a radio interview with Nigel Eastman, a mystery shopper. The interview is in three parts. Listen and answer the questions for each part. Choose a, b or c.

TIPS!

- Read the options quickly before you hear each part of the interview.
- Don't work on a question when the next part is being spoken.

1. What kinds of businesses use mystery shoppers?
 - a. any business that has customers
 - b. only businesses that sell products
 - c. any business that has a problem with its staff
2. What should you do if you want to become a mystery shopper?
 - a. write emails to businesses
 - b. register on a website
 - c. attend a business and customer service course
3. What is true about the job of a mystery shopper?
 - a. It's a full-time job.