NAME:

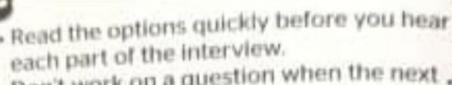


Have you ever heard of a mystery shopper?

What do you think this person does?

B. You will bear 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.



 Don't work on a question when the next part is being spoken.



- 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.