



Extra Training

Listening Task 828

Listen to five people who have ordered goods online/by post and match the problems to the speakers.

There is one extra problem.

1. There is a payment problem.
2. The wrong item was sent to the customer.
3. An item is damaged.
4. There was something missing.
5. The customer has changed their mind.
6. The goods haven't arrived.

A	B	C	D	E

