



E. Listen to a phone conversation between an online shop representative and a man and choose a, b or c.



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| <p>? 1. What did the man buy from the website?</p> <ul style="list-style-type: none">a. a T-shirtb. a suitc. a shirt | <p>? 3. What is the problem with the item?</p> <ul style="list-style-type: none">a. It's too big.b. It isn't big enough.c. It's the wrong colour. |
| <p>? 2. Why did the man buy the item?</p> <ul style="list-style-type: none">a. for a presentb. to wear to a weddingc. to wear to work | <p>? 4. What does the man decide to do?</p> <ul style="list-style-type: none">a. Get his money back.b. Keep the item.c. Get a different size. |