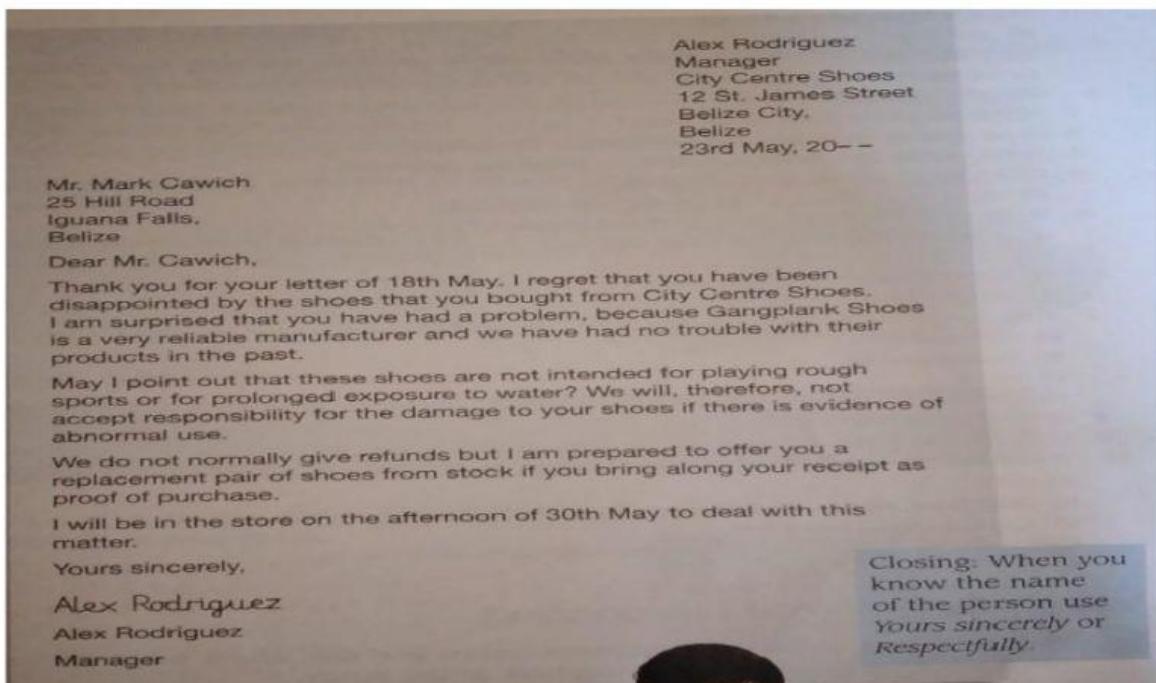
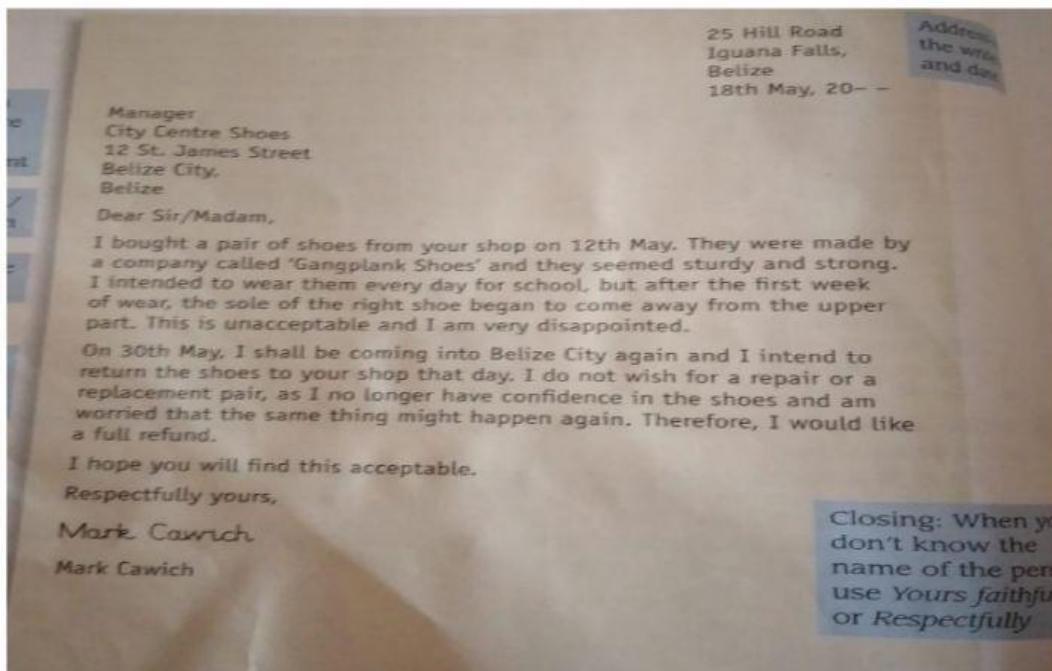


## Comprehension for Unit 2



Answer the following questions based on the letters above.

1. Mark's letter is a letter of      a) apology    B) complaint    C) request  
D) application
2. What problem does mark have?
  - a) he does not like Mr. Alex    b) He does not like the shoes    c) The sole of the shoe tore off
  - d) The shoes he got was not the one he wanted.
- 3) How would Mark like the problem to be solved?
  - a) he wants a new shoe    b) he wants a replacement    c) he wants the shoes to be fixed
  - d) he wants a full refund
- 4) City Centre shoes gives refunds.
  - a) always    b) rarely    c) never    d) frequently
- 5) Which words describes Mr. Rodriguez' manner?
  - a) sympathetic    b) business-like    c) rude    d) friendly
- 6) You expect something you buy to be which of the following?
  - a) cheap    b) exactly as described    c) expensive    d) fashionable