

*The telephone in the store rings and Mr. Charles answers*

Mr. Charles: Hello! Good morning. Appliance Centre, how many I help?

Mavis: Good morning. Who am I speaking to?

Mr. Charles: I am Charles and it is my pleasure to serve you. You are?

Mavis: Well Mr. Charles, I have a complaint and I want to speak to the boss. I bought a bag of flour at your place yesterday and when I opened it I found a dead rat in it!

Mr. Charles: Sorry...but

Mavis: You wait there mister! All you could say is sorry? You know what is a rat? You know about the kind of **diseases** rats spread? You could have killed my family! What would have happened if I did not find the rat?

Mr. Charles: Madam I...

Mavis: Give me a chance! I said I want to speak to the boss. I want to let him know exactly how disgusted I feel. There is no sorry in this. When I am finish with this matter I will sue you all for every dollar.

Mr. Charles: Sorry I think...

Mavis: Like you don't understand. Give me a chance to speak. Why are you interrupting me? I will tell your boss that you are also rude to the customers.

Mr. Charles: Madam I think...

Mavis: Think! Think! Think! Stop thinking and start talking. I wonder how many people you have already killed. How many people would have become infected with Leptospirosis? You are all murders! Yes, murders! I will see to it that you all are closed down by the relevant authority. I will call the District Health Authority. They are sure to send a Health Inspector to close down your nasty place that's breeding rats.

*(Mr. Charles begins to laugh)*

Mavis:                You think this is a big joke! People are dying from Leptospirosis and you are laughing? What kind of heartless beast are you? You don't care about the poor because you have money?

Mr. Charles:        Madam! Madam! Madam! This is an appliance store. We don't sell flour. Madam\_\_\_\_\_.

*Mavis hangs up the phone.*

Choose the correct answer to complete the following questions

1. What is the purpose of the call made by Mavis?
  - A. To speak to Mr. Charles
  - B. To complain about the flour she bought
  - C. To warn Mr. Charles about the dead rat.
  - D. To speak to the boss
  
2. What is the parts of speech of the word "disease" in line 12?
  - A. Noun
  - B. Adjective
  - C. Adverb
  - D. Conjunction
  
3. Mr. Charles responses were incomplete because
  - A. He did not know what to say
  - B. He was not given the opportunity to speak
  - C. Mavis did not want him to speak
  - D. He was a quiet man
  
4. The tone of Mavis conversation could be described as
  - A. Pleasant
  - B. Gentle
  - C. Angry
  - D. Negative

5. Mavis called Mr. Charles a “heartless beast” because
- A. She did not like him
  - B. She thought he was laughing about people who were dying
  - C. She felt that he thought she was making a joke.
  - D. She thought he was being rude to her
6. According to the conversation, which of the following statements is FALSE?
- A. Mr. Charles worked in an Appliance Store
  - B. Mavis bought the flour from Mr. Charles
  - C. Leptospirosis is spread by rats.
  - D. People die from Leptospirosis.
7. Which of the following groups of words would MOST LIKELY complete the last sentence in the dialogue?
- A. We would love to help you
  - B. You are welcome at our store anytime
  - C. You have the wrong number
  - D. Don't let me call the police
8. The MOST suitable title for the conversation is
- A. Mavis' Mistake
  - B. Leptospirosis
  - C. Rats
  - D. The Manager

## Word Building

