

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

