

## EXTRA LISTENING 2

### Questions 1 – 10

Complete the form below.

Write **NO MORE THAN TWO WORDS AND /OR A NUMBER** for each answer.

| <b>COMPLAINT RECORD FORM</b>      |   |
|-----------------------------------|---|
| <b>Name :</b>                     | Susan Yorke   |
| <b>Address:</b>                   | Flat 1<br>1. _____<br>Harchester<br>HA6 5LD   |
| <b>Daytime telephone number:</b>  | _____   |
| <b>Purchase reference number:</b> | 2. _____ 8443   |
| <b>Date of purchase:</b>          | 15 <sup>th</sup> January  |
| <b>Item description:</b>          | Aqua Powershot digital camera in a<br>3. _____ colour   |
| <b>Insurance?</b>                 | Yes, has a 4. _____ policy  |
| <b>Details of complaint:</b>      | 5. _____ missing<br>Should be 6. _____ but isn't<br>7. _____ on case  |
| <b>Action to be taken</b>         | If repair not possible, offered to provide a<br>8. _____, but customer requests a<br>9. _____<br>Asked customer to send item to 10. _____ |