**SECTION 1**

***Questions 1-3***

*Complete the note below. Write* ***NO MORE THAN THREE WORDS AND/OR A NUMBER*** *for each answer.*

**Sinclair Electrical Services**

| *Example* | *Answer* |
|---|---|
| Customer called about | *television...repairs* |
| Customer's name: | *Mrs* **1** ..... |
| Address: | **2** ..... |
| | *Sommerton* |
| Phone: | **3** ..... |

***Questions 4-7***

*Answer the questions below. Write* ***NO MORE THAN THREE WORDS AND/OR A NUMBER*** *for each answer.*

4. What is the problem with the TV? .....
5. What may have caused the problem? .....
6. What is the TV make and model number? .....
7. How old is the TV? .....

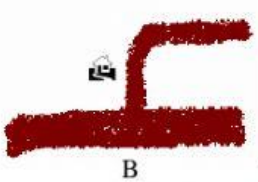
***Questions 8-10***

*Choose the correct letter A, B, or C.*

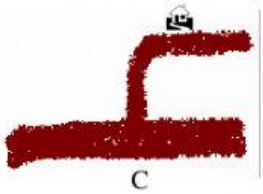
8. Where is the customer's house?



A



B



C

9. When will the electrician call at the house?
   - A. Friday afternoon
   - B. Saturday morning
   - C. Monday morning

10. How did the customer first hear about the repair service?
    - A. from a neighbour
    - B. from the phone book
    - C. from the Internet

LIVEWORKSHEETS