

For each question, choose the correct answer.

1

Rainbow Café

Our popular breakfasts are served all day at excellent prices!

Healthy breakfasts also available.



- A You can order this meal at any time.
- B This café serves only healthy food.
- C It's cheaper to eat here at less busy times.

3

EMAIL

Thank you for booking an appointment at Create Hairdressers.

Please arrive 10 minutes before your appointment time to discuss what you'd like us to do.

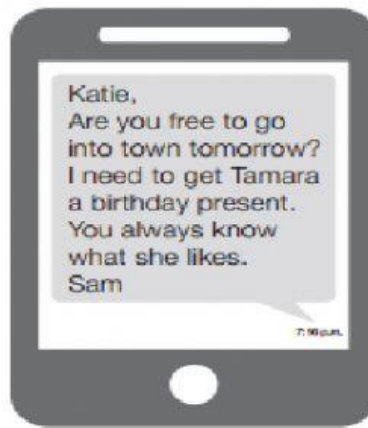
- A Customers may only have to wait 10 minutes to get an appointment.
- B Customers are asked to get to the hairdressers 10 minutes early.
- C Customers who arrive more than 10 minutes late could lose their appointment.

5

Please check your receipt before leaving the shop and tell the assistant if there is a problem.



- A Let the assistant know if you think there's a mistake on your receipt.
- B Keep your receipt because you might need to change something you bought.
- C Tell the assistant if you've lost the receipt for something you bought.



Sam is asking Katie

- A to go into town with Tamara.
- B to come to Tamara's birthday party.
- C to help choose a gift for Tamara.

4

Ted,

I've gone to pick up Lucy from her dance class and will make us all a snack when we get back at 8 p.m.

Mum

- A Ted's mum has already eaten this evening.
- B Ted's mum plans to prepare a light meal later.
- C Ted's mum is cooking dinner before Lucy's dance class.

6

Ken's Cakeshop

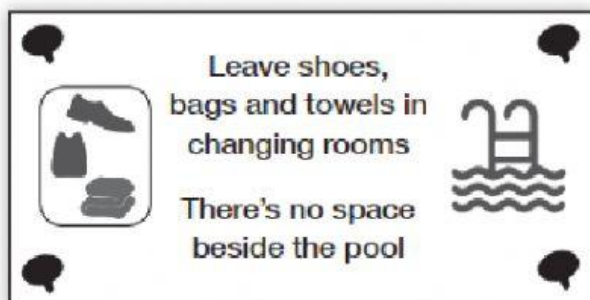
We're closed early today for cleaning.

Open again normal times
(9 a.m.-6 p.m.) tomorrow (Tuesday).



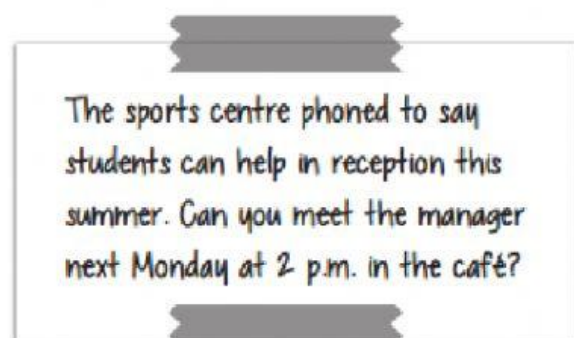
- A The shop plans to change its usual opening times.
- B The shop closes earlier on Mondays than Tuesdays.
- C The shop will be open as usual from Tuesday.

1



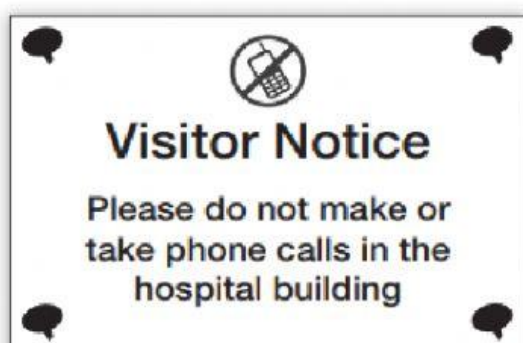
- A The changing rooms are now in a different place.
- B Swimmers can't take their stuff into the pool area.
- C Don't forget your shoes, bags and towels before you go.

3



- A The sports centre manager is looking for students to do reception work.
- B There are summer jobs in the sports centre café starting from next week.
- C The sports centre has holiday jobs for students to work as sports coaches.

5



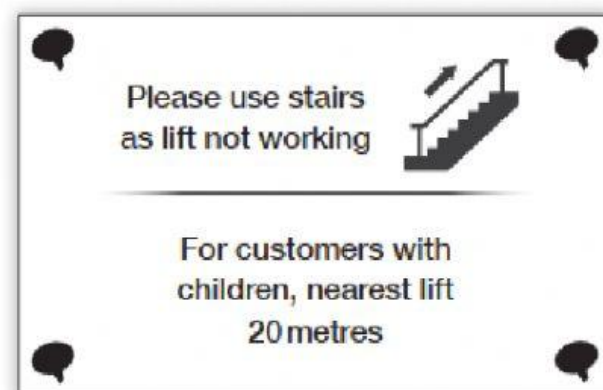
- A Visitors' phones won't work inside the hospital building.
- B Visitors should speak to hospital staff if they need to use a phone.
- C Visitors mustn't use their phones anywhere inside the hospital.

2



- A Guests should only return room keys on the last day of their visit.
- B If there's no-one at reception, guests should keep their room keys with them.
- C The hotel looks after the room keys when guests go out for the day.

4



- A There are no lifts working at the moment.
- B This lift is only for people with children.
- C Customers should take the stairs or another lift.

6

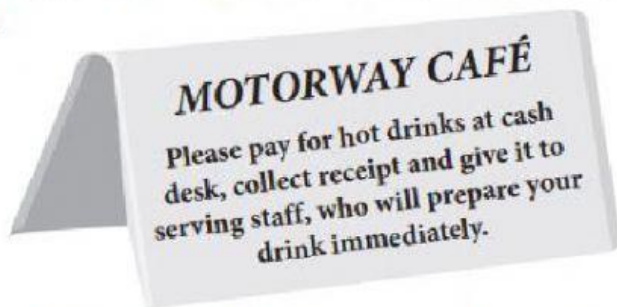


What does this notice say?

- A The way out of the museum is on this floor.
- B Visitors should use a different door to leave the museum.
- C Ask a member of staff to show you where to leave the museum.

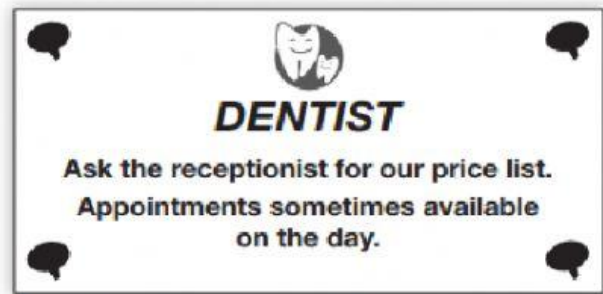
For each question, choose the correct answer.

1



- A If you're only buying hot drinks, please pay in cash.
- B The waiters will tell you how much to pay for your hot drinks.
- C Collect your hot drinks after you have paid for them.

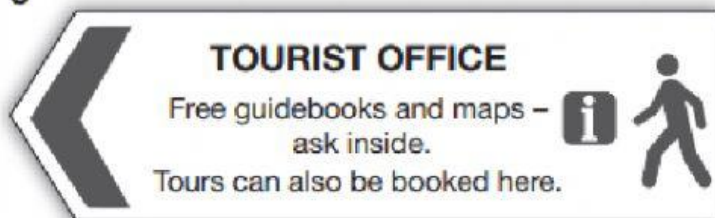
2



What does this notice say?

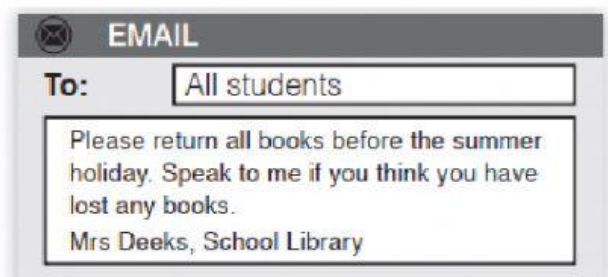
- A There are still some appointments available for today.
- B The dentist may see you if you haven't booked an appointment.
- C When you book an appointment, we can't tell you how much it will cost.

3



- A Buy a guidebook from the tourist office.
- B Collect a map from the tourist office.
- C Tours leave from the tourist office.

4



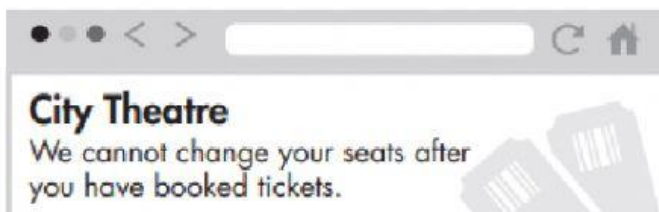
- A See Mrs Deeks if you can't find the books you borrowed.
- B Tell Mrs Deeks if you plan to keep your library books until next term.
- C Speak to Mrs Deeks if you don't know what to read during the holiday.

6



- A Dan doesn't think they'll visit every shop in the shopping centre on Saturday.
- B Dan doesn't think James will like the size of the shopping centre.
- C Dan doesn't know how to get to the shopping centre.

5



What can't theatre customers do?

- A choose where they sit before they book
- B get their money back on tickets
- C ask for different seats after they've paid