

## LISTENING: HOW TO OFFER HELP

*Watch the video and answer the questions.*

- 1. What is the matter with Tom?**
  - A. He got problem with his computer
  - B. He lost his phone
  - C. He got two meetings scheduled at the same time
  - D. All are correct
  
- 2. What did Anna say when Tom shared his matters?**
  - A. Let me help
  - B. Can I help you?
  - C. Give me a shout if you need anything
  - D. A & C
  
- 3. Did Tom accept Anna's help eventually?**
  - A. Yes, he did
  - B. No. he didn't
  
- 4. What did Anna do after the client had come?**
  - A. She asked for help
  - B. She offered to hold his coat and scarf
  - C. She refused to meet him
  - D. All are correct