

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