

**Responses (6)**

**Q1** John: 'Thank you so much.'  
 Sue: '.....'  
 (a) No problem.      (b) Any problem.      (c) A problem.      (d) Some problem.

**Q2** John: 'I am most grateful.'  
 Sue: '.....'  
 (a) You are welcoming.      (b) You welcome.      (c) You're welcome.      (d) You are welcomed.

**Q3** John: 'Thank you very much for helping me.'  
 Sue: '.....'  
 (a) You don't mention it.      (b) No mention of it.  
 (c) You mention it.      (d) Don't mention it.

**Q4** John: 'That was very thoughtful of you to do that.'  
 Sue: '.....'  
 (a) Forgetful.      (b) Forget it.      (c) I've forgotten.      (d) Don't forget it.

**Q5** John: 'I really appreciate your kindness this last week.'  
 Sue: '.....'  
 (a) It pleased me.      (b) It was pleasing.      (c) It was my pleasure.      (d) It was pleasant.

**Q6** John: 'I must say you really helped us out when we lost those passports.'  
 Sue: '.....'  
 (a) It was the least I could do.      (b) I couldn't do more.  
 (c) I couldn't do less.      (d) I couldn't do least.

**Q7** John: 'Your advice this morning was much appreciated.'  
 Sue: '.....'  
 (a) All to do with service.      (b) All part of the service.  
 (c) All the section of the service.      (d) The whole of the service.

**Q8** John: 'We'd like to give you this small present to show our gratitude.'  
 Sue: '.....'  
 (a) It's really not needed.      (b) It's really not wanted.  
 (c) It's really not demanded.      (d) It's really not necessary.

**Q9** John: 'By the way, I've paid the taxi driver.'  
 Sue: '.....'  
 (a) You mustn't have.      (b) You couldn't have.      (c) You shouldn't have.      (d) You can't have.

**Q10** John: 'And as a special thank you for all you've done, we're treating you to a meal out.'  
 Sue: '.....'  
 (a) You're very stupid.      (b) You're really naughty.  
 (c) You're really horrible.      (d) You're really wicked.