

Listening practice

**PART 1: MULTIPLE CHOICE**

- Choose the correct answer:

1. What is the problem?
  - A. The phone is expensive
  - B. The phone doesn't work properly
  - C. The phone is new
  
2.  
When did the customer buy the phone?
  - A. Last week
  - B. Yesterday
  - C. Today
  
3.  
What does the customer want?
  - A. Repair
  - B. Exchange
  - C. Refund
  
4.  
What does the shop assistant ask for?
  - A. The phone
  - B. The receipt
  - C. The box

**PART 2: TRUE / FALSE**

Write True (T) or False (F)

1. The phone works well. → T / F
2. The screen is broken. → T / F
3. The customer bought it last week. → T / F
4. The customer has a receipt. → T / F
5. The assistant refuses to help. → T / F

**PART 3: PUT THE WORDS IN THE CORRECT GROUP**

problem – broken – refund – exchange – receipt – repair

**Group 1: Problems**

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**Group 2: Solutions**

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**Group 3: Shopping item**

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