



■ Part 4  

Questions 24-30

You will hear a radio interview with Tania Brown, who is talking about how dissatisfied consumers should make complaints. For questions 24-30, choose the best answer (A, B or C).

- 24 Tania now works for
 A a consumer rights organisation.
 B an academic institution. 24
 C a magazine.
- 25 Tania says that when Rebecca makes her complaint the most important thing is to
 A be sure about what she wants to achieve.
 B focus on getting her money back. 25
 C ask the company certain key questions.
- 26 Tania recommends that Rebecca discuss her plan of action with
 A a friend.
 B her mother. 26
 C an independent agency.
- 27 Why does Tania recommend making a phone call?
 A to find out how the company usually deals with complaints
 B to find the name of the person responsible 27
 C to make a recording of the company's initial response
- 28 What does Tania say about typed versus handwritten letters?
 A handwriting is better – as long as it is neat
 B typing is preferable 28
 C both are equally good
- 29 What does Tania recommend including in a letter of complaint?
 A a deadline for a reply
 B the name of the person who caused the problem 29
 C a clear photo of the problem article
- 30 What kind of language does Tania recommend for a letter of complaint?
 A appropriately insulting
 B as objective as possible 30
 C well-organised and business-like