

LISTENING 4

Write **ONE WORD AND/OR A NUMBER** for each answer.

Yorke's Complaint Record Form

Address: Flat 1, **1**.....Avenue
Telephone: **2**.....
Reference number: **3**.....
Date of purchase: **4**.....
Item description: digital camera in a(n) **5**.....color
Details of complaint: - **6**.....card missing
- should be **7**....., but is not a
big **8**.....
Action to be taken: - offered to provide a(n) **9**.....
- customer requests a(n) **10**.....