

★ Voc matching

1. incompetent	completely
2. absolutely	many
3. employment	incapable
4. barely	someone being paid to work
5. inefficient	hardly
6. numerous	unproductive



Satisfied



Neutral



Unsatisfied

★ Listen and

7. The speaker sounded angry. T F
8. The speaker had worked for the company for 25 years. T F
9. The company took away its clients' money. T F
10. The promises TWHC made came effective once the speaker arrived in U.K. T F
11. The speaker complained about long working hours. T F
12. The speaker tried to get in touch with TWHC London to have his money back. T F
13. TWHC, London barely did anything about the speaker's complaints. T F

★ Unscramble phrases drag and drop

14. _____	numerous attempts
15. _____	come across
16. _____	my biggest regret
17. _____	left with no response
18. _____	barely livable
19. _____	plenty of
20. _____	as soon
21. _____	nothing in return