

● Listening 1.



- Listen to part of a radio consumer programme where people are talking about bad service, and answer the questions.

The taxi

- 1** Why did the man get annoyed?
- 2** What did he ask the taxi driver to do?
- 3** What happened in the end?

The hotel

- 4** What problems were there with the woman's room?
- 5** What happened when she told the receptionist?
- 6** What did she tell him to do? Did he do it?

The restaurant

- 7** Why did the man ask the waitress to change his ravioli?
- 8** Why wasn't he happy with the bill?
- 9** What happened in the end?